TASK ORDER REQUEST (TOR)

GSC-QF0B -13-32712

Amendment 05

Program Management Office, Defense Travel System

in support of:

The Defense Logistics Agency

Issued to:
all contractors under the Alliant
Government-wide Acquisition Contract

issued by:
The Federal Systems Integration and Management Center (FEDSIM)
2100 Crystal Drive
Suite 800
Arlington, VA 20406

(Insert Appropriate Date of TOR Release)

FEDSIM Project Number DE00637

B.1   GENERAL

The work shall be performed in accordance with all Sections of this TO and the contractor's Basic Contract, under which the resulting TO will be placed. An acronym listing to support this Task Order Request (TOR) is included in Section J, Attachment L.

B.5   CONTRACT ACCESS FEE

The General Services Administration's (GSA) operating costs associated with the management and administration of this contract are recovered through a Contract Access Fee (CAF). The amount of the CAF is ¾ % (i.e., (.0075)) of the total price/cost of contractor performance. Each TO issued under this contract shall have a separate Contract Line Item Number (CLIN) to cover this access fee, and this CAF shall be obligated at TO award. The following access fee applies to TO issued under this contract.

GSA-Issued Task Orders:
Orders in excess of $13.3 million are capped at $100,000 per order year.

B.6   ORDER TYPES

The contractor shall perform the effort required by this TO on a Firm-Fixed-Price (FFP) basis for CLINs 0001, 1001, 2001, 3001, 4001, 0002, 1002, 2002, 3002, and 4002, a Cost-Plus-Fixed-Fee (CPFF) basis for CLINs, and 0003, 1003, 2003, 3003, 4003, 0004, 1004, 2004, 3004, 4004, 0005, 1005, 2005, 3005, 4005, 0006, 1006, 2006, 3006, and 4006 , Not-to-Exceed (NTE) basis for CLINs 0007, 0008, 0009, and 0010.

B.7   ORDER PRICING (ALL ORDER TYPES)

Long distance travel is defined as travel over 50 miles. Local travel will not be reimbursed.

The following abbreviations are used in this price schedule:

CLIN	Contract Line Item Number
CPFF	Cost-Plus-Fixed-Fee
FFP	Firm-Fixed-Price
NTE	Not-to-Exceed
ODC	Other Direct Cost

B.7.1.1 BASE PERIOD:

MANDATORY LABOR CLINS

CLIN	Description	QTY	Unit	Total Firm Fixed Price
0001a	Project Management (C.5.5) (Months 1 and 2)	1 (2)	Lot (month)	$
0002a	GFE Hosting Services (C.5.1) (Months 1 and 2)	1 (2)	Lot (month)	$

OPTIONAL LABOR CLINS

CLIN	Description	QTY	Unit	Total Firm Fixed Price
0001b	Project Management (C.5.5) (Months 3 through 12)	1 (10)	Lot (month)	$
0002b	GFE Hosting Services (C.5.1) (Months 3 through 12)	1 (10)	Lot (month)	$

MANDATORY LABOR CLIN TERM

CLIN	Description	Level of Effort/ # of Hours	Cost	Fixed Fee	Cost Plus Fixed Fee
0003	Sustainment Services (C.5.2 (except for C.5.2.6)) Business Intelligence and Reporting Services (C.5.3) Information Assurance (IA)/Security (C.5.4)	_____	$	$	$

OPTIONAL LABOR CLINs

CLIN	Description	Level of Effort/ # of Hours	Cost	Fixed Fee	Cost Plus Fixed Fee
0004	Development Services (C.5.2.6)	_____	$	$	$10,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total Ceiling Price
0007	Long Distance Travel Including Indirect Handling Rate _____%	NTE	$ 33,000.00
0008	Tools (Bill of Materials) Including Indirect Handling Rate _____%	NTE	$ 3,170,407.00
0009	ODCs Including Indirect Handling Rate _____%	NTE	$ 2,903,747.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
0010	Contract Access Fee	NTE	$

TOTAL BASE PERIOD CLINs: **$_____**

B.7.1.2 OPTION YEAR ONE:

MANDATORY LABOR CLINS

CLIN	Description	QTY	Unit	Total Firm Fixed Price
1001	Project Management (C.5.5)	1	Lot	$

OPTIONAL LABOR CLINS

CLIN	Description	QTY	Unit	Total Firm Fixed Price
1002a	GFE Hosting Services (C.5.1) (Months 1 through 3)	1	Lot (quarter)	$
1002b	GFE Hosting Services (C.5.1) (Months 4 through 6)	1	Lot (quarter)	$
1002c	GFE Hosting Services (C.5.1) (Months 7 through 9)	1	Lot (quarter)	$
1002d	GFE Hosting Services (C.5.1) (Months 10 through 12)	1	Lot (quarter)	$

MANDATORY LABOR CLIN TERM

CLIN	Description	Level of Effort/ # of Hours	Cost	Fixed Fee	Cost Plus Fixed Fee
1003	Sustainment Services (C.5.2 (except for C.5.2.6)) Business Intelligence and Reporting Services (C.5.3) Information Assurance (IA)/Security (C.5.4)	_____	$	$	$

OPTIONAL LABOR CLINs

CLIN	Description	Level of Effort/ # of Hours	Cost	Fixed Fee	Cost Plus Fixed Fee
1004	Development Services (C.5.2.6)	_____	$	$	$10,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total Ceiling Price
1007	Long Distance Travel Including Indirect Handling Rate _____%	NTE	$ 33,558.00
1008	Tools (Bill of Materials) Including Indirect Handling Rate _____%	NTE	$ 3,223,987.00
1009	ODCs Including Indirect Handling Rate _____%	NTE	$ 2,949,102.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
1010	Contract Access Fee	NTE	$

TOTAL OPTION YEAR ONE CLINs: $_____

B.7.1.3 OPTION YEAR TWO:

MANDATORY LABOR CLINS

CLIN	Description	QTY	Unit	Total Firm Fixed Price
2001	Project Management (C.5.5)	1 (12)	Lot (month)	$

OPTIONAL LABOR CLINs

CLIN	Description	QTY	Unit	Total Firm Fixed Price
2002a	GFE Hosting Services (C.5.1) (Months 1 through 3)	1	Lot (quarter)	$
2002b	GFE Hosting Services (C.5.1) (Months 4 through 6)	1	Lot (quarter)	$
2002c	GFE Hosting Services (C.5.1) (Months 7 through 9)	1	Lot (quarter)	$
2002d	GFE Hosting Services (C.5.1) (Months 10 through 12)	1	Lot (quarter)	$

MANDATORY LABOR CLIN TERM

CLIN	Description	Level of Effort/ # of Hours	Cost	Fixed Fee	Cost Plus Fixed Fee
2003	Sustainment Services (C.5.2 (except for C.5.2.6)) Business Intelligence and Reporting Services (C.5.3) Information Assurance (IA)/Security (C.5.4)	_____	$	$	$

OPTIONAL LABOR CLINs

CLIN	Description	Level of Effort/ # of Hours	Cost	Fixed Fee	Cost Plus Fixed Fee
2004	Development Services (C.5.2.6)	_____	$	$	$10,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total Ceiling Price
2007	Long Distance Travel Including Indirect Handling Rate _____%	NTE	$ 34,162.00
2008	Tools (Bill of Materials) Including Indirect Handling Rate _____%	NTE	$ 3,282,005.00
2009	ODCs Including Indirect Handling Rate _____%	NTE	$ 2,998,215.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
2010	Contract Access Fee	NTE	$

TOTAL OPTION YEAR TWO CLINs: **$_____**

B.7.1.4   OPTION YEAR THREE:

MANDATORY LABOR CLINS

CLIN	Description	QTY	Unit	Total Firm Fixed Price
3001	Project Management (C.5.5)	1 (12)	Lot (month)	$

OPTIONAL LABOR CLINS

CLIN	Description	QTY	Unit	Total Firm Fixed Price
3002a	GFE Hosting Services (C.5.1) (Months 1 through 3)	1	Lot (quarter)	$
3002b	GFE Hosting Services (C.5.1) (Months 4 through 6)	1	Lot (quarter)	$
3002c	GFE Hosting Services (C.5.1) (Months 7 through 9)	1	Lot (quarter)	$
3002d	GFE Hosting Services (C.5.1) (Months 10 through 12)	1	Lot (quarter)	$

MANDATORY LABOR CLIN TERM

CLIN	Description	Level of Effort/ # of Hours	Cost	Fixed Fee	Cost Plus Fixed Fee
3003	Sustainment Services (C.5.2 (except for C.5.2.6)) Business Intelligence and Reporting Services (C.5.3) Information Assurance (IA)/Security (C.5.4)	_____	$	$	$

OPTIONAL LABOR CLINs

CLIN	Description	Level of Effort/ # of Hours	Cost	Fixed Fee	Cost Plus Fixed Fee
3004	Development Services (C.5.2.6)	_____	$	$	$10,000,000.00

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description		Total Ceiling Price
3007	Long Distance Travel Including Indirect Handling Rate _____%	NTE	$ 34,779.00
3008	Tools (Bill of Materials) Including Indirect Handling Rate _____%	NTE	$ 3,341,292.00
3009	ODCs Including Indirect Handling Rate _____%	NTE	$ 3,048,401.00

CONTRACT ACCESS FEE

CLIN	Description		Total Ceiling Price
3010	Contract Access Fee	NTE	$

TOTAL OPTION YEAR THREE CLINs: **$_____**

B.7.1.5 OPTION YEAR FOUR:

MANDATORY LABOR CLINS

CLIN	Description	QTY	Unit	Total Firm Fixed Price
4001	Project Management (C.5.5)	1 (12)	Lot (month)	$

MANDATORY LABOR CLIN TERM

CLIN	Description	Level of Effort/ # of Hours	Cost	Fixed Fee	Cost Plus Fixed Fee
4003	Sustainment Services (C.5.2 (except for C.5.2.6)) Business Intelligence and Reporting Services (C.5.3) Information Assurance (IA)/Security (C.5.4)	_____	$	$	$

OPTIONAL LABOR CLINs

CLIN	Description	Level of Effort/ # of Hours	Cost	Fixed Fee	Cost Plus Fixed Fee
4004	Development Services (C.5.2.6)	_____	$	$	$10,000,000.00
4005	GFE to CFE Transition Planning (C.5.1.2)	_____	$	$	$
4006	CFE Hosting Services (C.5.1.4 – C.5.1.8)	_____	$	$	$

COST REIMBURSEMENT TRAVEL, TOOLS and ODC CLINs

CLIN	Description			Total Ceiling Price
4007	Long Distance Travel Including Indirect Handling Rate _____%	NTE		$ 35,406.00
4008	Tools (Bill of Materials) Including Indirect Handling Rate _____%	NTE		$ 3,401,529.00
4009	ODCs Including Indirect Handling Rate _____%	NTE		$ 3,099,392.00

CONTRACT ACCESS FEE

CLIN	Description			Total Ceiling Price
4010	Contract Access Fee	NTE		$

TOTAL OPTION YEAR FOUR CLINs: **$_____**

GRAND TOTAL ALL CLINs: **$_____**

B.12 SECTION B TABLES

B.12.1 INDIRECT/MATERIAL HANDLING RATE

Travel, Tools, and ODC costs incurred may be burdened with the contractor's indirect/material handling rate in accordance with the Contractor's disclosed practices. If no indirect/material handling rate is allowable in accordance with the Contractor's disclosed practices, no indirect/material handling rate shall be applied to or reimbursed on such costs. If no rate is specified in the basic contract, none shall be applied in this TO.

B.12.2 DIRECT AND INDIRECT RATES

B.12.2.1 INDIRECT LABOR RATES

All indirect rates proposed and billed under this task order shall be commensurate with the then current DCAA approved forward pricing rate agreement. Indirect rates include, but may not be limited to, indirect material handling rates, overhead rates, and general and administrative rates.

B.13 INCREMENTAL FUNDING

B.13.1 INCREMENTAL FUNDING LIMITATION OF GOVERNMENT'S OBLIGATION

Incremental funding for CLINs _0003_ through _0010_ is currently allotted and available for payment by the Government. Additional incremental funding for these CLINs will be allotted and available for payment by the Government as the funds become available. The estimated period of performance covered by the allotments for the mandatory CLINs is from award through (insert appropriate period e.g., four months), unless otherwise noted in Section B.X. The

TO will be modified to add funds incrementally up to the maximum of $***,***,*** over the performance period of this TO. These allotments constitute the estimated cost for the purpose of Federal Acquisition Regulation (FAR) Clause 52.232-22, Limitation of Funds, which applies to this TO on a CLIN-by-CLIN basis.

CLIN	COST/PRICE	FIXED FEE	TOTAL	FUNDED COST	FUNDED FEE	TOTAL
0003						
0004						
0005						
0006						
0006						
0007						
0008						

C.1   BACKGROUND

The Defense Travel System (DTS) is a paperless electronic web-based system that enables Department of Defense (DOD) employees to determine availability of, and book, transportation and lodging reservations, and receive reimbursement through their financial institutions for out-of-pocket expenses. It also creates required financial transactions to provide funding for travel, identifies any deviations from statutes and regulations governing DOD travel, and archives electronic versions of documents in accordance with regulatory and statutory requirements. The mandated system for DOD temporary duty travel, DTS currently handles more than 70% of all travel of this type.

DTS resides on the DOD Non-classified Internet Protocol Routing Network (NIPRNet) circuit. DOD travelers access DTS using a web browser on their computers. Access control and digital signature capability are enabled using DOD Public Key Infrastructure (PKI) certificates. DTS is a Mission Assurance Category II, Sensitive (MAC II) system, however it operates in accordance with Mission Assurance Category I, Mission Critical (MAC I) requirements (see C.5.4 TASK 4 – INFORMATION ASSURANCE (IA)/SECURITY).

DTS currently services over 3 million DOD personnel. The system processes over 350,000 authorizations (travel orders) and 350,000 vouchers (requests for reimbursement) per month; however the current system has a capacity to handle up to approximately 470,000 vouchers per month to meet potential growth. In addition, the data storage capacity as currently configured is sufficient to handle storage requirements projected through 2015.

Government program management responsibility is assigned to Program Management Office – Defense Travel System (PMO-DTS) under the Defense Logistics Agency (DLA) (J-62). The Defense Logistics Agency Program Executive Officer (PEO) as well as the Component Acquisition Executive (CAE) and the Defense Chief Management Officer (DCMO) are the Milestone Decision Authority (MDA). The Defense Travel Management Office (DTMO) is a key stakeholder in DTS and is responsible for management of the DTS Travel Assistance Center (TAC), the "help desk" for DTS users. The TAC is contracted by the DTMO and not part of this solicitation.

The primary Defense Travel System business process flows are shown in the graphic below.
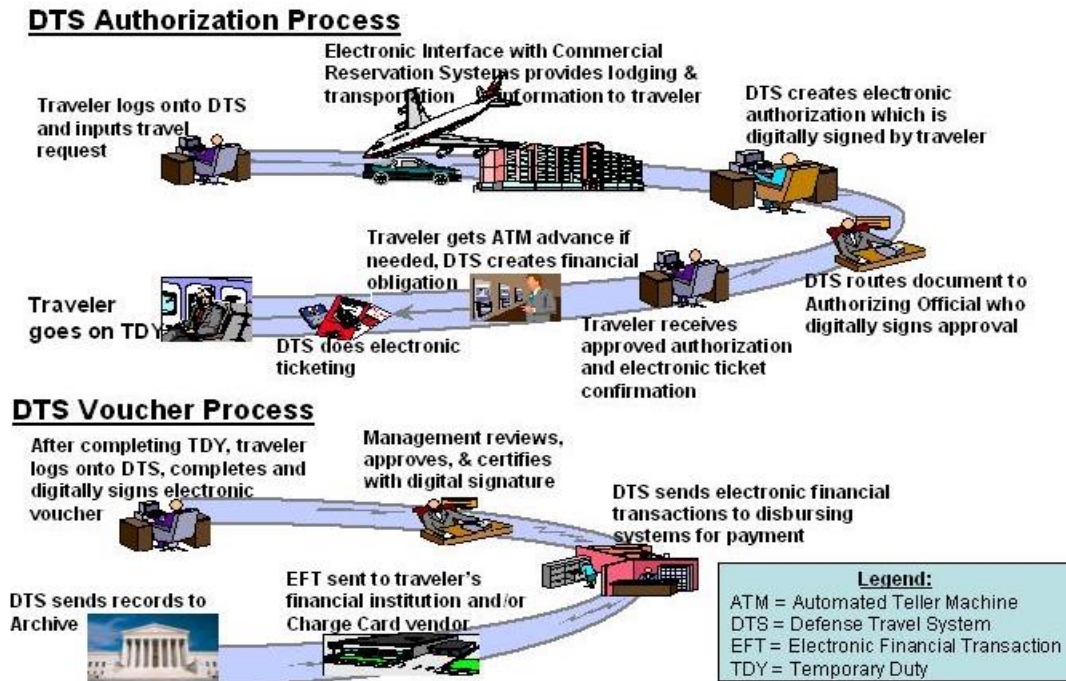
C.1.1 PURPOSE

The Government is awarding a Task Order to provide hosting, sustainment, and development of new capabilities for DTS.

C.1.2 AGENCY MISSION

DLA Information Operations, Enterprise Solutions and data services organization is responsible for delivering logistics mission success - through IT solutions sustainment; IT service strategy, management, and delivery; and cyber operations, mission assurance, and continuous improvement. DLA's strategy is to provide assured computing through systems, services, and partnerships that are operationally secure and efficiently managed, continuously evaluated for technology insertion and process improvement, and deliver best-in-class service.

C.2 SCOPE

The contractor shall provide the production environment to operate the system, including primary and backup facilities. This shall include, hosting the current DTS software, physical architecture design, providing all necessary computing networking, and telecommunication hardware, as well as all software required for operating systems, network operations and management, and any other commercial, non-application software needed to enable operation of DTS. The Government currently provides the hardware and information assets required, for hosting the system. The Government may move toward hosting as a service in the longer term but the Contractor during the term of this Task Order, but initially the Contractor shall be required to use the hardware and software provided by the Government. The scope also includes

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

the maintenance of the environment, identifying, trouble-shooting, and repairing problems, and ensuring DTS' availability to users in accordance with system performance requirements (see QASP).

System security is also a contractor responsibility, including physical protection of the facility, system certification and accreditation, and other related security requirements.

Sustainment provides for application software maintenance (the DTS application software will be provided as Government Furnished Equipment / Government Furnished Information (GFE/GFI)). This will include trouble-shooting and fixing defects as specified on System Problem Reports (SPRs); incorporating Change Requests (CRs) and, supporting the resolution of Help Desk tickets. Sustainment includes integrating the application software into the DTS environment, and designing and maintaining the logical architecture of the software and system.

The Contractor shall provide DTS development to include coding and functional testing of new capabilities in the application software. It may require framework architecture design and implementation along with database and data object design and development. It requires full adherence to an approved Systems Development Life Cycle (SDLC).

C.3 CURRENT INFORMATION TECHNOLOGY (IT)/NETWORK ENVIRONMENT

The following sections provide a general description of the current DTS operating environment. Complete lists of software and hardware configuration items to be provided to the contractor as Government Furnished Equipment (GFE) and Government Furnished Information (GFI) are provided in the Technical Data Package.

C.3.1 Hardware

The DTS hardware environment currently includes commercially available information technology and telecommunications equipment operating in a three-tiered architecture: a web tier, an application tier, and a database tier. Two (2) production environments are in operation along with one (1) lab environment:

- Central Data Center (CDC) 1 (the primary site) is used to support production (normal system operation)
- CDC 2 (the secondary site) provides system backup; operates as the Continuity of Operations (COOP) site; and is also partitioned to provide environments for training Government users and for testing new application software.
- Lab environment is used for software remediation and development and testing of new software capabilities. This includes white box and integration testing of application software. The lab is currently located at the contractor facility.

Production Hardware is currently located at data centers in the National Capital Region – CDC 1 in Sterling, VA and CDC 2 in Annapolis, MD. The hardware in these environments will be provided to the contractor as GFE.

In the event that CDC 1 is unable to operate normally, CDC 2 is used as a fail-over COOP site to continue support of users. The databases between these two (2) facilities are synchronized to prevent data loss. DTS has a requirement for a minimum of 98.5% operational availability (excluding Government-approved down time) of the primary site (measured 24x7x365 with maintenance periods limited to Government-approved downtimes), and a system performance requirement for an average web page response time of not more than two (2) seconds during any hourly increment of any day. When the primary site fails over to the COOP site, (CDC 1 to CDC 2) and, CDC 2 is operating as the primary production site; the test and training environments are no longer available and CDC 2 shall meet the same performance – operational characteristics and metrics as CDC 1. Details pertaining to Hardware environments can be found in Environment Section of the Technical Data Package (TDP) (Section J, Attachment J). This includes all necessary operating system software and tools required to operate the environment.

Current DTS GFE system can process up to 470,000 vouchers per month, and current DTS GFE data storage capacity is expected to be sufficient to cover DTS usage through 2015. However, DTS may grow in terms of additional application software functionalities, potentially requiring supplementary hosting system computing resources or data storage. The Government seeks to take advantage of new developments and efficiencies in hardware and software industries.

C.3.2 Software

The DTS application software was developed and maintained under contract to the Government. The DTS software is Government owned and will be furnished, along with associated documentation (such as requirements and design documents, version descriptions, and test specifications and results) to the contractor as GFI. Software and associated information assets provided as GFI are listed in the TDP. The Government will furnish DTS application software along with all other DTS information assets, as it exists at the time of task order award to the contractor. Supporting documentation will be furnished as part of the TDP and as part of the transition plan documents required of the Incumbent contractor. Certain items such as network management tools, performance monitoring tools, etc. shall be procured and maintained by the contractor.

C.3.3 Network and Interfaces

The following network and system interfaces are currently in operation within DTS:

- DTS web portal for user access to the system
- Connection with Defense Information Systems Agency (DISA) NIPRNet
- Interfaces via NIPRNet with:

- o DISA PKI for download of daily Certificate Revocation List (CRL) used for user access verification
- o Defense Manpower Data Center (DMDC) Archive/Management Information System for archiving of electronic travel records
- o DISA Global Exchange Service (GEX) to interface with DOD financial systems

- Interfaces via commercial networks or dedicated lines with:

  - o Government Travel Charge Card Vendor (GTCCV)
  - o Global Distribution Systems (GDS), Commercial Travel Offices (CTOs) and Travel Service Providers via OpenJaw for information on and reservations for travel arrangements
  - o ITA Software for commercial airline reservation information.

C.3.4 Three Tier Helpdesk Model

The DTS helpdesk employs a three-tier standard industry model for servicing DTS user problems. Oversight for the first two (2) tiers is managed by the DTMO and is not a requirement for this Task Order. A list of DTMO points of contact (POCs) will be provided upon award to ensure currency. Oversight for the third tier is managed by PMO-DTS and is a requirement for this Task Order. Tier roles are as follows:

Tier 1 (T1HD), is the first line user-facing support, and responsible for analyzing/classifying user problems, initiating help desk tickets and solving simple technical and user issues. The goal for this group is to solve 80% of all user problems and 50% of all technical problems.

Tier 2 (T2HD) consists of technical and business specialists who address more complex issues. They apply advanced technical or administrative support troubleshooting and analysis techniques. The T2HD goal is resolve 95% of remaining user related problems and 80% of remaining Technical related problems. The T2HD group will validate and prioritize technical problems before elevating them to the Tier 3 group.

Tier 3 (T3HD) support is the responsibility of the Contractor. T3HD staff is required to resolve all remaining detailed technical issues. Examples of these issues include coding defects; database or data object problems and system or hardware failures. These are expected to be technical issues that require examination and correction of code or data that is not otherwise accessible to T1HDs or T2HD. The process by which issues are currently escalated to the T3HD includes the capturing of the users work process when encountering the issue (via screenshots), a description of the problem, and an impact statement on behalf of the user. This information is compiled into a Software Problem Report (SPR).

These technical issues and their resolution will be assigned an SPR priority as defined below.

C.3.5 SPR Priorities

SPRs are categorized into the following priority levels and disposition is determined by the Governance Body. See Section J Attachment H, Additional Agency Guidance for a summary of current SPRs by priority. The Governance body consists of the made up of ad hoc members, as necessary, and may include the functional sponsor, user representatives, program office personnel and the contractor.

- o   Priority 1 (P1) - CRITICAL - Any problem that will prevent the system from being deployed, or, once deployed, will cause the system to be unavailable, or prevents the accomplishment of a mission-essential capability.
- o   Priority 2 (P2) - SERIOUS - Any system problem that adversely affects or prevents a user from executing a mission-essential capability for which there is no acceptable workaround.
- o   Priority 3 (P3) - MODERATE - Any system problem that prevents a user from executing a mission-essential capability, but has a **government approved,** acceptable workaround.
- o   Priority 4 (P4) - MINOR - Any system problem that presents operator inconvenience but does not affect the accomplishment of a mission-essential capability.
- o   Priority 5 (P5) - COSMETIC - Any system problem or change that is merely cosmetic (typographical errors that do not change the meaning of an instruction or a message, a more descriptive error message, etc.).

C.4   OBJECTIVE

The principal objectives of this Task Order are stated below:

The contractor shall use existing DTS system GFE hardware and GFI operating system software for initial hosting of DTS. Note: This current GFE system has demonstrated the ability to meet the contract performance requirements specified in the QASP. Within the life of the Task Order, the Government intends to migrate from a Government-owned hosting environment to a Contractor Furnished Equipment (CFE) environment where hosting is provided as a service.

The contractor shall manage and maintain two (2) CDCs: CDC 1 (production environment) to operate the system; and CDC 2 (physically separate backup facility) for Disaster Recovery (DR), Continuity of Operations (COOP), load and performance testing, and end user training. Note: Physical facilities for housing CDCs must be located in the contiguous continental United States. Equipment connected to the circuits shall be installed, tested, and successfully complete a DOD Information Assurance Certification and Accreditation Process (DIACAP) accreditation, obtaining either an Authority to Operate (ATO) or an Interim Authority to Operate (IATO).

The contractor shall provide sustainment support to include maintaining the existing DTS functionality, software defect remediation, maintenance of DTS interfaces, operational support to ensure that the DTS application is available on a 24x7x365 basis, and T3HD support.

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

The contractor shall provide potential new development to include enhancements to existing DTS functionality. This may include enhancements to ensure compliance with new regulations, user requests, new interfaces, and adaptation to changes in the commercial travel market.

C.5   TASKS
C.5.1 TASK 1 – HOSTING SERVICES

C.5.1.1 SUBTASK 1.1 – Hosting Migration Planning for GFE

The Contractor shall provide a Hosting Migration Plan in accordance with the GFE Hosting Transition Plan, for the physical movement of both CDCs to contractor's sites. The Contractor shall provide, within 60 days of task order award, a Final Hosting Migration Plan that reflects a series of specific test events with measurable and verifiable success criteria identified for each step, to ensure DTS transition is fully operational and ready to service DTS user community web traffic. Government requires transition to be fully completed (i.e., both CDCs moved and fully operational) as early as practicable, but not later than three (3) months after NIPRNet connectivity is established.

The Hosting Migration Plan must incorporate the process and sequence details for moving COOP and Production (PROD) sites. Within sixty (60) days of completing the GFE transition, the contractor shall deliver separate Run Book documentation for the Production and COOP sites.

A complete, detailed GFE listing is located in the TDP. GFE will include, but is not limited to web servers, application servers, database servers, routers, load balancers or other network components. GFI will include, but is not limited to, operating systems, software tools, utilities and other software to operate system hardware.

The Government will maintain responsibility for funding and contracting for any required physical relocation of GFE from current locations to new hosting sites. The PMO representative will initiate processes for installing NIPRNet connectivity to new CDC sites. It is estimated the process may take up to three (3) months to establish these connections. To mitigate risk, the CDC 2 site shall be initially moved, followed by the CDC 1 site. Once NIPRNET connectivity is complete, the first set of GFE will be moved from CDC 2 to the contractor backup site; Contractor shall accept GFE and manage installation in their facility. Incumbent Contractor shall be available to provide any technical support for transfer and installation as required. The follow-on contractor must conduct and obtain full DOD IA security accreditation at the new sites; this process may take up to sixty (60) days before the site is certified and ready to "go live." After the first site goes live, GFE move process will be repeated for moving CDC 1 hardware to the follow-on contractor's second site.

The conceptual plan is for contractor to disable the database synchronization, the primary storage disc arrays and power down CDC 2. The PMO will oversee system transfer to the follow-on

contractor's backup site, and the Contractor shall install, test, then power up CDC 2, sync the transactional data/disc arrays and cutover system production to CDC 2. Moving, testing and syncing for CDC 1 follows, with production operations switching back to CDC 1 and backup environment restored in CDC 2. A maximum of seventy-two (72) hours of continuous non-availability is allowed during the final reconfiguration for CDC 1 (production) and CDC 2 (COOP).

Government will provide line connections to NIPRNet for new sites as required within ninety (90) days of award. Installation of NIPRNet circuits requires that Hosting services include designing physical architecture of system and networks; providing all necessary computer networking and telecommunication hardware not supplied as GFE; providing all software not supplied as GFI required for operating systems, network operations and management; providing any other commercial, non-application software needed to enable operation of DTS; and maintaining all hardware support service agreements and all software licensing agreements for DTS. Hosting services include performing System Administrator functions; identifying, trouble-shooting, and repairing problems; and ensuring DTS availability to users in accordance with system performance requirements. Hosting services include providing physical protection of facilities, supporting the Government with system certification and accreditation activities, and other related system security and Information Assurance (IA) requirements. Hosting services also include system backup activities and Information Technology (IT) Contingency Planning, including coordinating with PMO-DTS to schedule exercises for system fail-over to the CDC 2 facility.

C.5.1.2 SUBTASK 1.2 – Hosting Transition Planning for CFE (Optional CLIN X005)

DTS may experience future growth in terms of additional application software functionalities requiring supplementary hosting system computing resources or data storage. The contractor shall take advantage of new developments and efficiencies available in the hardware and software industries that could accommodate such growth through the normal hardware technical refresh process or improved efficiencies in the application software or software frameworks.

Upon approval of the CO, and upon the exercise of the option GFE to CFE Transition Planning CLIN, the contractor shall provide a transition plan for migrating DTS hosting to a fully CFE environment. The government will have 45 days to review this plan and make comments. The plan shall include demonstrable milestones and associated metrics for success factors that the Government must evaluate and approve prior to transitioning to CFE shall that will ensure compatibility with DTS application software and all other information assets. Transition, if exercised, shall be completed within 12 months after contract authorization to proceed.

Upon completion of the transition from the GFE to the CFE environment, and after PMO and the COR acceptance, the run book requirement in **Hosting Transition Planning for GFE** is not required. However, Hosting Interface Documentation (CFE Environment) shall be delivered within thirty (30) days of any change to the DTS interfaces. This requirement includes all details

of the interface changes with the inclusion of operational impact, effects, reasons for the change and a risk assessment.

C.5.1.3 SUBTASK 1.3 – Hosting Transition Out Planning

The Contractor shall provide a Hosting Transition-Out Plan to transition DTS application Hosting services. The transition may be to a follow-on contractor or a Government entity and must reflect either a GFE or a CFE environment, whichever is in effect at the time the plan is requested. It is anticipated that the Hosting Transition-Out would occur at the end of Option Year Four (4) (should all four options be exercised), with a period of performance not to exceed nine (9) months to complete final transition.

Significant knowledge transfer will likely be required to complete a seamless transition to a new Hosting entity. The Contractor's plans must reflect an approach that transfers required knowledge without divulging any proprietary information, and ensures a successful transition, with no more than seventy-two (72) hours of production downtime before establishing full operational capability at the new hosting facility.

Detailed requirements and time required to execute Transition-Out may vary depending on the Contractor's operational concepts and specifics of CFE –vs- GFE hosting environments at the time of transition.

Six (6) months prior to transition, the contractor shall provide a transition plan for CDC 1 and CDC 2 migration to a new contractor with all the activities and tasks required to maintain and sustain all the hardware and related operating systems software for both CDCs.

C.5.1.4 SUBTASK 1.4 – Operational Hosting Services

The contractor shall perform the following specific tasks:

- Maintain the computing environment to achieve and sustain performance and availability requirements as stated in the following sections: **Operational Availability Requirement** and **System Performance Requirements** and **Performance Tuning**.
- Manage network connections to the established end points of demarcation. As per common business practices, hosting services involve layers 1, 2, 3 and 4 of the Open Systems Interconnection Model used by industry. (The sustainment and development services involve layers 5, 6 and 7.).
- Manage and maintain the operating system software and the general operating environment.
- Manage and maintain all third party software including patches and upgrades from the appropriate vendors. Manage upgrade activities and third party license issues as they pertain to the system environment.

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

- Perform the duties as Oracle Database Administrator (DBA) for the database (DB) server administration and data synchronization.
- Perform any other action in accordance with standard practices and operating procedures to maintain system performance and availability requirements.
- Monitor system performance testing and final stage functional testing on the backup site to assure newly developed code, data structures and frameworks comply with performance specifications before release to the production system.
- Manage, plan, advise, and implement system capacity, scaling, and obsolescence details and activities, including system component end-of-life issues.
- Collect and review operational and system performance metrics as required ensuring service delivery requirements are met, see QASP.
- Prepare and implement (if CO-exercises CFE Transition option) a plan to decommission GFE environment.
- Maintain, modify, update, and submit DTS documentation. Documentation will be submitted in electronic format.

Decisions on operational issues, all non-availability periods, software migrations, release schedules, system upgrade and changes, and any related risks assumed by the Government will be made by the PMO. As directed by the Program Manager for the DTS effort, designated personnel that support the DTS, shall have access to the contractor facilities. In no case shall contractor deny the Government access to inspect contractor's facilities. This includes the production environment (CDC 1 and CDC 2) and the testing and lab environment.

Government requires multiple data points/metrics provided at varying intervals in order to ensure effective program management of the DTS. These data points/metrics consist of real-time, regularly scheduled, and ad hoc DTS performance information. The Contractor shall provide additional operational metrics, as required and consistent with standard industry practices, to the Government.

C.5.1.4.1 Operational Availability Requirements

The DTS system operational availability shall be a minimum of 98.5%, measured 24x7x365 with maintenance periods limited to Government approved downtimes. Documentation of system operational availability shall be reported on a periodic basis. Operational availability requirements apply to both Production and COOP systems. Downtime approvals are issued by the Government for routine and emergency maintenance of the system and its physical and logical components, upgrades to the software or hardware components of the system, and for testing, when such testing requires making DTS unavailable to the users. The Contractors shall provide a rationale and schedule for all downtime events and the Government must approve in advance. Approved downtime that complies with the advanced Government approval shall not affect the Contractors performance metrics.

C.5.1.4.2 System Performance Requirements

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

System performance requirement is an average web page response time of not more than two (2) seconds during any hourly increment of any day for the production system. This will be measured inside the DTS firewall and assessed on a monthly basis (based on calendar days). Documentation of system performance shall be incorporated into the Monthly Status Report.

C.5.1.5 SUBTASK 1.5 – Performance Tuning

The contractor shall be responsible for monitoring the performance of all physical and logical components of the system. This shall include all operational metrics such as Central Processing Unit (CPU) and memory consumption, network bandwidth and server request/reply response times, plus any other usual and customary system parameters as is normal in commercial best practices for the contractor's hosting operations. The Contractor shall use ISO 9001:2008. The contractor shall tune or adjust the system components to meet the minimum system requirements.

C.5.1.6 SUBTASK 1.6 – System Backup

All data, software operating environments, plus configurations for those environment(s) and machine readable application code shall be fully backed up after any incremental change. Contractor shall also provide any other electronic files, software, or other items necessary to restore environments to an operational status. In addition, whenever the contractor changes configuration of hardware, architecture or other contractor-owned or leased software, contractor shall deliver these changes via electronic means, within one (1) week of making such change.

Backups shall be delivered within one (1) week. These shall be machine-readable electronic media to be proposed by the contractor, or using file transfer methodologies. The government will verify delivery of the backups to the approved facility through review of security logs. The Contractor shall not rely upon these backups for their operations.

C.5.1.7 SUBTASK 1.7 – Configuration Management

Configuration management includes all standard system software to facilitate System Administrator and management roles. Configuration Status Accounting Information shall be tracked and reported in the Configuration Item Identification Inventory.

The Contractor shall procure Bill of Materials (BOM) items (see TDP for list of current BOM items). The Contractor shall submit Configuration Status Accounting Information when new items are procured or upon changes to any configuration items.   PMO DTS will seek approval of any new hardware items by the Designated Approval Authority (DAA) to ensure National Information Assurance Partnership (NIAP) compliance. Once approved hardware is integrated into the DTS, the Contractor shall submit an updated network diagram reflecting the change.

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

The Contractor shall be responsible for maintaining all licensing, hardware support, and related agreements for all GFI and GFE. The Contractor shall ensure GFE is upgraded and/or replaced in accordance with the Government approved Configuration Management Plan. The Contractor shall not make substitutions for hardware or software that are not in accordance with the Government approved Configuration Management Plan.

C.5.1.7.1 Configuration Audit

Ninety (90) days after task order award, the Contractor shall deliver the Configuration Audit Plan containing information required for conducting Functional Configuration Audits and Physical Configuration Audits. Use of MIL-STD-973 and MIL-HDBK-61A for guidance is encouraged:

The Contractor shall state the purpose and objectives of the audit in terms of the contract requirement for the audit.

Upon review and approval by the PMO, the Contractor shall update the Configuration Audit Plan as necessary.

C.5.1.8 SUBTASK 1.8 – Rollback Plan

Contractor shall submit, within thirty (30) days of completing transition of DTS to the contractor's CDC sites, a DTS Rollback Plan – Operational Status for restoring DTS when any infrastructure modifications; operating system changes/patches; utility updates; configuration changes; or when any modifications to operating software for server or network components causes system failure, instability or a diminution of performance.

The Contractor shall submit a Rollback Plan –Application/Configuration Changes for backing out application changes to software, frameworks and logical configurations within three (3) months of task order award.

The contractor may suggest a roll back to a previous version, or recommend not fielding a patch, release, or software change should they be able to show a negative impact to the DTS system's required performance criteria. The use cases in Section J, Attachment J (Release Use Case Decision Criteria) are the notional criteria the PMO will use for determining release rollback issues.

C.5.2 TASK 2 – SUSTAINMENT AND DEVELOPMENT (S/D) SERVICES

C.5.2.1 SUBTASK 2.1 – Sustainment and Development Task Overview

The contractor shall perform the following specific tasks:

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

a. Provide program management associated with planning, monitoring, controlling, program execution, and lead integration.
b. Collect and analyze database statistics, events, availability, performance and trends.
c. Perform Configuration Management audits and identify configuration items throughout the SDLC process.
d. Provide the Government unrestricted access to the contractor's DTS technical and operational documentation via electronic means.
e. Attend meetings (such as Staff Meetings, Configuration Control Board, Program Reviews) as required by the COR.
f. Maintain and support a code vault and versioning system per industry best practices.
g. Maintain, modify and update DTS documentation. Deliver required in electronic format.
h. Within 60 days of award (updated semi-annually thereafter), generate, maintain and update a DTS Operations Plan.
i. The Contractor shall provide any operational data to the Government upon request.

The required documentation deliverables are as follows:

a. Updates: minor modifications to the system aligned with the production baseline.
b. Deltas: significant modifications to the system, new documentation shall contain details describing only the changes, and shall align to the new production baseline.
c. Baselines: a full documentation package is created that includes all previous deltas and new changes. Baselines may be required at the request of the Government

The Contractor shall receive the set of existing baseline documentation after Task Order award.

C.5.2.2 SUBTASK 2.2 – Engineering Changes

Engineering Change Proposals (ECPs) shall be delivered in response to Functional Requirements Document (FRD) and Change Proposals (CP) submitted for enhanced, modified or new software capabilities.

Once an ECP is approved by the government to proceed, then all drawings and diagrams impacted by the ECP shall adhere to the Department of Defense architectural Framework (DODAF) standards and delivered at PRR. Existing DODAF drawings and diagrams that are used shall be updated to the latest version. The DODAF designations herein refer to views in Version 2.0 (or most current version as of the date of solicitation. The contractor shall ensure appropriate documents are maintained in the lasted DODAF version.

C.5.2.3 SUBTASK 2.3 – Interface Engineering and Development

Interface Requirements Specification:

For every interface development effort pursuant to an FRD, the Contractor shall deliver an Interface Requirements Specification (IRS).

Interface Design Description:

The Contractor is responsible for maintaining existing interfaces, modifying existing interfaces and developing new interfaces (and related documentation) for the DTS. The government provides oversight and review of the results of the contractor's efforts through the PMO DTS test group. The Contractor shall provide an Interface Design Description (IDD) after completing any interface development or modification.

C.5.2.4 SUBTASK 2.4 – Engineering Documentation for DTS Information Assets

Software Product Specification:

The contractor shall submit the revised Software Production Specification (SPS) for releases with new development or major content changes. An updated SPS is required at the production readiness review. An updated SPS is not required for a Sustainment release.

In documents where duplicate information exists, the contractor shall identify what document contains the required information and incorporate the information in other documents by reference. The referenced document shall reflect the most current production baseline.

System/Subsystem Specification:

For each software release, (excluding SPRs) the Contractor shall deliver a System Subsystem Specification (SSS), to keep the SSS current with the current production baseline.

The SSS shall include flow control diagrams for internal system and provide traceability between the Configuration Items and the DTS System Requirements, including traceability of DTS System Requirements to Defense Travel Policy and Business Rules. The SSS shall comply with all requirements in IEEE/EIA 12207.1-1997 Lifecycle Data subsection: 6.26 System Requirements Specification.

If any of the information listed above is found in other documentation required by the PWS, that requirement shall be incorporated by reference to the other document providing the referenced document is up to date, per the current production baseline.

System/Subsystem Design Description:

The contractor shall provide a System/Subsystem Design Description (SSDD), describing the overall system and subsystem architectures needed to implement the DTS functional capabilities. It shall include system and subsystem component level architecture with sub and external system

interface specifications using deployment diagrams, collaboration diagrams and sequence diagrams as required to accurately depict the architecture.

The SSDD shall comply with the requirements in IEEE/EIA 12207.1-1997 Lifecycle Data; subsections: 6.25 System Architecture and Requirements Allocation Description; 6.3 Concept of Operations Description.

Database Design Description:

The Contractor shall provide a Database Design Description (DBDD), in accordance with the requirements in IEEE/EIA 12207.1-1997 Life cycle Data, subsections: 6.4 Database Design Description. In the event requirements conflict with this PWS the PWS shall prevail.

Release Notes

For each software release (including SPRs) the Contractor shall deliver Release Notes detailing the contents of the release. This documentation shall be a supplement to the above documents and should detail the functional changes impacting the user community. Associated technical changes that may impact the user community shall be included as well. A draft of these release notes shall be available to PMO for review at the start of testing and shall be finalized prior to implementing the release in production. The Release Notes shall be available to the user community when the release is implemented and will be distributed through DTMO/TAC existing channels.

The Release Notes shall be labeled by both the common release name as well as the designated number for the release and a mapping of release name to number shall be maintained by the contractor. A repository of the Release Notes shall be maintained for future reference by PMO DTS. Release Notes are instrumental to future Government test, evaluation and audit activities.

C.5.2.5 SUBTASK 2.5 – Sustainment Services

The Contractor shall provide the following sustainment services:

- Maintain existing application software, middleware, frameworks, database, data objects, and perform ongoing defect remediation and updates.
- Support planning and control of all system operations, capacity planning and maintenance activities.
- Implement routine maintenance and installation of software and middleware products.
- Monitor and support DTS databases data and objects and any applications of middleware associated with them.
- Trouble-shoot and resolve data issues.
- Maintain logical component of system interfaces.

- Provide, maintain, operate and support a software defect tracking tool, and provide PMO electronic access for at least fifteen (15) concurrent users. The tool shall, at a minimum, have the capability to include the following information about software defects, including SPRs: tracking number, title, description, priority, functional area, user impact, and proposed release to incorporate repair. The tool shall support the migration of existing remediation information.
- Maintain and manage software and updates for GDS, OpenJaw, ITA software and all other logic components of the system, including detailed analysis of logs and system configurations and remediation of problem issues associated with such components.
- Perform tasks required to achieve system stability of operation for both CDC 1 (production) and CDC 2 (COOP) systems (such as routine recycling of application and middleware components as required).
- Support for software, interfaces and other logical components of the system to ensure transactional and archival integrity of all financial data and interface information.
- Maintain a development and lab environment(s) to support source code and logic component remediation. Such environment(s) shall include ability to test new code fixes, configuration modifications and updates or modifications to any logic components of the system. The environment shall allow for full integration testing in accordance with industry best practices. Environment(s) must include ability to test against a representative data set, simulate transactions and interface stubs as required.

The contractor shall provide dedicated workspace (hotelling cubicles with telephone and direct high speed internet) at the sustainment/development site for concurrent use by up to five PMO DTS government staff.

C.5.2.6 SUBTASK 2.6 – Development Services (Optional CLIN X004)

The contractor shall perform the following tasks:

- Design and implementation of CRs for enhanced software functionality or improved usability.
- Provide a Software Version Description (SVD) for each version of production software, ten (10) days prior to PRR. The SVS shall comply with all requirements in IEEE/EIA 12207.1-1997 Lifecycle Data" subsections: 6.13 Software Configuration Index Record.Develop enhanced or new capabilities for application software, middleware, frameworks, database, and data objects.
- Analyze system engineering and architectural issues, lead efforts in planning, analysis, engineering review, improvement and integration of DTS architecture as relates to all software servers, frameworks, application software, middleware, and databases.
- Develop logical components for system interfaces.
- Provide, maintain, operate and support a requirements versioning tool, and provide the Government electronic access for at least fifteen (15) concurrent users. The tool shall, at a

minimum, have the capability to migrate existing software requirements and their respective versions.

- Provide, maintain, and operate environments for software development and contractor and Government testing.
- Maintain development and lab environment(s) to support source code development or newly acquired software products. Such environment(s) shall include ability to test newly developed code up to and including full integration testing in accordance with industry best practices. Environment(s) must include ability to test against a representative data set, simulate transactions and interface stubs as required. Government access for integration and initial functional tests shall be provided.
- Support the creation of external connections to the reporting database. The Contractor shall maintain and provide updates to the users' guide (at a minimum bi-annually) if development efforts , changes modifications, or expanded tool functionality/capability warrants.
- Support the development of additional reports and associated data elements to the data mart based upon new reporting requirements.

Pursuant to the acceptance by the PMO of the Contractor's approach to develop capabilities specified in an FRD, the Contractor shall provide a Software Development Plan (SDP).

The plan shall contain all requirements in "IEEE/EIA 12207.1-1997 Life cycle Data" subsections: 6.5 Development Process Plan, 6.11 Project Management Plan, 6.17 Software Development Standards Description and 6.18 Software Integration Plan.

The Contractor shall also submit a Software Design Description (SDD).The SDD shall include the requirements in "IEEE/EIA 12207.1-1997 subsections: 6.12 Software Architecture Description, 6.13 Software Configuration Index Record and 6.16 Software Design Description.

For newly developed software the Contractor shall provide a Software Requirements Specification (SRS).The SRS shall adhere to the requirements in "IEEE/EIA 12207.1-1997 Life Cycle Data" subsections: 6.22 Software Requirements Description and 6.27 Test or Validation Plan.

Development services include implementing new capabilities as defined in a Government-provided Functional Requirements Document (FRD) when issues by a Government POC. Software engineering studies and analyses, design and development of new software and framework architectures, middleware, interfaces, and interface protocols, as well as modifications to existing interface protocols, may also be required by the Government POC.

C.5.2.7 SUBTASK 2.7 – Testing Services

The Contractor shall provide the following:

- Test DTS application software, middleware and frameworks using industry standard software quality assurance methods and reporting metrics.
- Maintain, modify or develop test scripts for functional, load, regression, vulnerability and stress testing.
- Execute test scripts, capture test artifacts, record the results and attach all test artifacts in the contractor test management tool.
- Support Government Interoperability test requirements in accordance with Contractors Test Plan.
- Maintain and provide one (1) test environment with external interfacing connections to the PMO for testing. This environment will primarily be used for System Acceptance Testing and any changes made to any financial interfaces that require end-to-end testing. Testing activities will vary in size, scope and duration, requiring the contractor to provide only the baseline environment with interface connections. If additional patches, configuration changes, or data modifications are needed, the Contractor shall be expected to make the changes necessary to execute a successful test event.

C.5.2.8 SUBTASK 2.8 – Sustainment/Development Transition Plan

The Contractor shall be required to coordinate transition activities with the Government PMO and the incumbent contractor. The Contractor shall provide a detailed Sustainment /Development Transition Plan. This plan shall provide the approach for transitioning sustainment and development responsibilities from the Incumbent, including a Risk Assessment with planned risk mitigations using DOD's Risk Management Guide for DOD Acquisition.

C.5.2.9 SUBTASK 2.9 – Sustainment/Development Transition to CFE Hosting

The Government desires to transition the DTS application-hosting environment from a GFE system to a CFE ("hosting as a service") system within the next three (3) years, subject to the findings of a cost and feasibility study conducted jointly by the contractor and the government. Upon request of the COR, the Contractor shall provide a Sustainment/Development Transition to CFE Hosting Environment Transition Plan.

C.5.2.10 SUBTASK 2.10 – Sustainment/Development Transition-Out Option

The Contractor shall provide a Hosting Transition-Out Plan, to transition application software S/D services to a follow on contractor six (6) months after last Option Year is exercised. It is anticipated that the transition-out would occur at the end of Option Year Four (4) (should all four options be exercised), with a period of performance not to exceed six (6) months to complete final transition.

Six months prior to transition, the Contractor shall submit a detailed transition plan that includes: project schedules, resource estimates, assumptions, and identification of special requirements.

C.5.2.11 SUBTASK 2.11 – Performance Tuning

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

The contractor is responsible for tuning logical aspects (i.e., DTS application software, frameworks, middleware and logical configuration items together with the database components) to meet performance requirements.

C.5.2.12 SUBTASK 2.12 – Software Development Life Cycle (SDLC)

The contractor shall have a documented SDLC processes and milestones that will enable creation and delivery of high quality software to the Government. The contractor shall apply these processes in both modifying software for sustainment releases and in developing software for new capabilities for DTS. Modification and development of software must be approved by the PMO in accordance with the approved Configuration Management Plan, which is described in the **Configuration Management** section.

C.5.2.13 SUBTASK 2.13 – Data Accession List

Internal data generated by the contractor pursuant to the work effort described herein, shall be identified in a Data Accession List (DAL) to be delivered upon the COR's request. The list shall include all data and computer software used by the contractor to develop, test, and manage the program.

C.5.2.14 SUBTASK 2.14 – Software Engineering

The contractor shall carry out software engineering studies and analyses as directed by the COR to create an evolutionary plan for DTS. Objectives of improvements may be in the areas of maintainability, performance, reliability, extensibility, scalability, functionality, usability, or quality of developed code. Studies and analyses may also be required in support of transitioning the hosting environment from a GFE to a CFE ("hosting as a service") environment as discussed in the **Sustainment/Development Transition to CFE Hosting Environment** section.

C.5.2.15 SUBTASK 2.15 – Software Sustainment

The Contractor shall receive DTS application software, data objects and other information assets (as defined in the technical data package) as GFI and shall maintain these as described below. The CDC 2 site serves multiple purposes including use for load, stress and user acceptance testing as well as training. As instructed by the PMO-DTS, the contractor shall provide DTS application software sustainment and maintenance and test all modified software to verify performance in accordance with requirements, and migrate tested and Government-accepted executable software to the hosting environment(s) for installation. The Contractor shall provide sustainment services include:

- Analysis and correction of SPRs.
- Support resolution of TAC ("help desk") trouble tickets received from the DTMO.
- Analysis and correction of application performance degradation.

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

- Design and implementation of software CRs resulting from Public Law changes or DOD regulatory changes, **accounting system table changes for fiscal year cross-over.**
- Full SDLC testing of application software patches and updates.

These services may include maintenance, modifications, updates or additions to existing database tables, data objects and logical frameworks, servers, and middleware products, and configuration support for all such components. The contractor is further required to provide migration support and oversight to the hosting environment for all newly installed application software products and components.

Application software changes will be incorporated into DTS software maintenance releases to provide continual system improvement upon approval of the PMO. The DOD sustainment plan is for an average of four (4) such releases per year.

The contractor is responsible for application software, logical frameworks, middleware and server platforms and tools, data and storage management, and designing and maintaining logical architecture and software data structures (including newly developed capabilities) to be compatible with CDC 1 (production) and CDC 2 (COOP) environments

C.5.2.16 SUBTASK 2.16 – Software Testing and Integration

The contractor shall conduct complete lifecycle testing in accordance with best industry standards and accepted practices. As noted in **Development Services** and **Testing Services** sections, the contractor shall maintain environments for testing of all application software and associated data. These environments shall include the application framework and logical servers to emulate the production architecture together with stub environments to emulate all system-wide interfaces and a database with data objects that are representative of the production environment. The contractor shall provide testing tools to capture all test result artifacts. Prior to conducting any software testing the contractor shall submit the Software Test Description (STD). Testing shall include module (white box) and integration (gray box) level testing and remediation, followed by vulnerability, Information Assurance (IA) compliance, regression and functionality testing before delivery to the Government for testing and acceptance. The scope of Government testing will correspond to intended improvements, sustainment corrections and performance enhancements that address the collection of SPR and CR code changes introduced with each Maintenance Release. The Government may perform any combination of integration, functional, regression and qualification test scenarios that support Government acceptance for production fielding of Sustainment and Maintenance Releases Final load and stress testing, along with user acceptance tests. All testing may be subject to witnessing by the Government designated personnel who will be named prior to the event.

Upon completion of contractor testing the contractor shall deliver the Software Testing Report (STR), all requirements in "IEEE/EIA 12207.1-1997 Lifecycle Data" subsections: 6.29 Test or Validation Results Report.

C.5.2.17 SUBTASK 2.17 – Software Quality Performance Reports (SQPR)

No later than eight (8) months after task order award, the contractor shall have completed a software quality evaluation and performance review and submitted a report on the quality of the software in accordance with ISO 9126 and ISO/IEC 12207.for the existing DTS application software. The contractor shall also deliver an SQPR for newly developed application software within 30 days after request.

The evaluation of the Software Quality Performance Reports (SQPR) may include manual examination of the code and/or analysis using appropriate software tools, and may be done by a third party entity. This third party will be independent of this contract. However, the Contractor shall be required to meet with the third party entity and may be required to provide the source code and any other pertinent information which enables the third party entity to conduct an independent evaluation of the SQPR's.

C.5.2.18 SUBTASK 2.18 – Configuration Management

The contractor shall maintain a code vault to manage existing and future source and executable software, configurations and configuration management information. The Contractor shall support transition of executable software and configuration artifacts and data objects to the CDC1 and CDC2 hosting environments. The Contractor's code repository shall be compatible with the existing versioning scheme.

The contractor shall prepare, submit, and maintain a Configuration Management Plan (CMP). The CMP shall apply to all software configuration items and all corresponding software units, and shall conform to the general requirements in the Government CMP. The contractor shall maintain the software units through a version control system, using existing established version designations, in order to maintain baseline integrity within all baselines. The contractor shall also provide traceability of the contractor developed software units to the software configuration items that make up the DTS. The contractor CMP shall also incorporate the change control mechanisms and procedures for managing all change events to include CR, ECP, and fixes to SPRs. The Contractor shall directly support all helpdesk activities through in-depth analysis of system components (logical and physical) in a testing environment, develop a get well plan and implement the plan upon approval of the Government. Additional technical support activities may require direct contact with the T1HD and T2HD levels for user assistance support.

C.5.2.19 SUBTASK 2.19 – Helpdesk Support

The Contractor shall provide all required Tier 3 (T3HD) helpdesk support. This shall include but is not limited to: resolving advanced problems relating to data or database issues, software defects, interface issues, or other system related problems that range from hardware and networks through software and supporting frameworks.

C.5.3 TASK 3 – BUSINESS INTELLIGENCE AND REPORTING SERVICES

The contractor shall support the Data Mart and the Business Intelligence (BI) tool as required. This includes but is not limited to maintaining and developing the database, data objects and BI tool objects as defined below

C.5.3.1 SUBTASK 3.1 – Recurring and Ad Hoc Reports

The contractor shall support all requests for recurring and ad hoc and monthly reports. These reports will be pulled from the existing database data and/or the archive database data. The Contractor shall be provided a list of all monthly reports that are re-occurring, but may have additional reports due on a case by case basis. Monthly data pulls shall take three (3) working days (or less) to complete. Larger data pulls may take longer but the contractor is required to provide a delivery date within twenty-four (24) hours after receiving the request The contractor shall also provide Ad Hoc reports. These reports could include but not be limited to investigative inquiries; Freedom of Information Act (FOIA) requests; Inspector General (IG), Government Accountability Office (GAO), supporting criminal investigations and other Government Agencies that request data for their agencies. These data pulls shall not take longer than five (5) working days complete. When more involved requests are anticipated to take longer, the contractor is required to provide a delivery date within twenty-four (24) hours which will be subject to Government approval in cases where it exceeds the five (5) working day requirement. In case of national and/or weather emergencies, the Contractor shall be required to pull the data within hours of receiving the request. Typical data that is required for these types of requests are a list of personnel within a set location area.

The list of current reports is in Section J, Attachment J (Recurring Report List).

C.5.3.2 SUBTASK 3.2 – Compliance Auditing

The contractor shall be required to support external auditing efforts relative to determining the system's compliance with federal laws, regulations and policies, including but not limited to: A123, Federal Information Systems Control Audit Manual (FISCAM), DIACAP, Federal Financial Management Improvement Act (FFMIA), Statement on Standards for Attestation Engagements, No.16 (SSAE-16) and related regulatory requirements. In addition to supporting the resolution of preliminary audit findings, the contractor shall be required to work with external audit personnel to provide access, information, and demonstrate compliance with controls mandated for system compliance. Information is needed in real-time or near real-time about system areas, which may have potential vulnerabilities/violations. Final audit reports are expected to include documenting non-conformances and corrective actions associated with assessments/inspections. The contractor shall be required to develop remediation plans which include a method to manage resulting actions to include identifying and tracking and verification of actions taken. Within ninety (90) days of task order award, the contractor shall deliver a preliminary Compliance Auditing Action Plan (Deliverable 01) to address any unresolved

preliminary findings at time of award, their plan for supporting future audits, and their standard practice for supporting audit compliance and reporting and remediation of actionable items.

C.5.3.3 SUBTASK 3.3 – Business Intelligence Development and Support

DTS reporting is available to DTS users worldwide through a COGNOS^R reporting tool that is part of DTS. The contractor shall operate and maintain this COGNOS^R reporting tool and its associated data mart. This tool is installed in the DTS production environment. The contractor shall use the existing ETL tool to populate and maintain a data mart that is optimized for this COGNOS^R reporting. The contractor shall operate this reporting tool and data mart such that data reported will be no more than twenty-four (24) hours behind the production's transactional data. The contractor may see spikes in reporting requirements due to auditing and travel compliance needs. The contractor shall optimize the reporting tool and associated data mart such that these spikes do not impact the above reporting requirements.

In addition, the contractor shall develop all reoccurring reports in the data mart. The contractor shall remove the reoccurring reports from the current DTS Reports Scheduler reporting tool as they are developed in the data mart with the goal of eliminating the Reports Scheduler tool from DTS.

C.5.4 TASK 4 – INFORMATION ASSURANCE (IA)/SECURITY/DISASTER RECOVERY

The Contractor shall perform IA on DTS Hosting system. IA covers all actions that protect and defend the DTS information system by ensuring availability, integrity, authentication, confidentiality and non-repudiation. This includes providing for restoration of the DTS information system by incorporating protection, detection and reaction capabilities.

The Contractor shall coordinate and support Certification and Accreditation (C&A) process when periodic re-accreditation is required or as a significant system change dictates the need with the COR. DTS is a Mission Assurance Category II, Sensitive (MAC II) system and its IA posture is maintained by implementation of IA Controls of DODI 8500.2, E4, along with any DLA required controls and requirements.

Contractor shall maintain DTS System Accreditation by continuously monitoring DTS IA posture, and through reviewing IA control implementation and revalidation of those controls as dictated by significant system changes. The Contractor shall perform Phase Four DIACAP tasks along with DLA requirements consistent with maintaining DTS Accreditation such as:

- Incorporating any new or modified IA Controls
- Mitigating any identified security vulnerabilities
- Conducting monthly vulnerability scans utilizing DISA Field Security Office (FSO) approved methods and standards
- Supporting Government directed penetration testing no less than every two (2) years or

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

after a major security breach.
- Executing DTS Plan of Action and Milestones (POA&M) actions maintained by DTS Enterprise Mission Assistance Support Service (eMASS) and VMS

The Contractor shall comply with the following security requirements:

- Contractor shall provide a copy of all IA security scans to DLA Computer Network Defense Service Provider (CNDSP) and the IAM, and shall upload scan results to the DTS Vulnerability Management System (VMS) within prescribed timelines of the DTS VM Plan.
- Contractor shall provide a copy of security logs and remote user access logs to the DLA CNDSP and the IAM in accordance with existing DLA policy on a monthly basis.
- Contractor shall continue implementation and maintenance of Host Based Security System (HBSS) on all DTS servers, providing monthly metric updates to the DLA CNDSP and the IAM to monitor compliance.
- Contractor shall update DLA/DTS eMASS application by providing updates and artifacts related to IA controls for approval by the Government representative and the IAM as instructed by the PMO.
- The contractor shall provide yearly (at a minimum) most current DIACAP and component IA control artifacts in accordance with DODI 8510.01.
- Contractor shall populate/maintain DLA/DTS VMS and provide mitigation strategies for Government and DLA CNDSP review and approval related to open items. Contractor shall provide listings of CAT 1 and 2 items that require POAM or Risk Assessment approval using POAM template provided by DOD IAM. The template requires explanation detailing when each finding will be closed, or why a finding cannot be closed if a Risk Assessment is needed.
- Contractor shall comply with security investigations for privileged users as stated in DODI 8500.2, E3.4.8 DoDI and in accordance with guidance provided by DOD.
- Contractor shall comply with United States Cyber Command (USCYBERCOM) orders and directives, and implement changes to DTS as required by USCYBERCOM.
- Contractor shall ensure that all software and hardware are covered under maintenance and support agreements with specific vendors in accordance contract requirement. Items not covered under an agreement, or no longer supported by maintenance agreements, shall be reported to the Government monthly per DODI 8500.2. Hardware and software shall be maintained and configured per DOD Security Technical Implementation Guide (STIG) and Information Assurance Vulnerability Alerts (IAVA), to include IAVA patches.
- Contractor shall develop the IT Contingency Plan and Incident Response Plan for PMO-DTS review and acceptance.
- The Contractor shall provide the initial IT Contingency Plan within thirty (30) days of award and updated on an annual basis thereafter. The IT Contingency plan will also be updated thirty (30) days after every COOP tabletop exercise or Disaster Recovery Test (DRT) to ensure any changes are incorporated into the annual IT Contingency Plan.

- The contractor shall use NIST SP 800-34, Rev 1, Contingency Planning Guide for Information Technology Systems to develop the IT Contingency plan and format.
- Contractor shall participate in an annual COOP and Incident Response exercise developed by the PMO-DTS and providing an After Action report to PMO-DTS within thirty (30) days.
- The Contractor shall provide an after-action report five (5) days after every COOP tabletop exercise or Disaster Recovery Test (DRT) detailing any issues and recommendation for changes to the IT Contingency Plan.
- Contractor shall comply with requirements of the Office of Management and Budget (OMB) Memo 06-16, Protection of Sensitive Agency Information, DOD Memorandum of June 23, 2006 and DOD Guidance on Protecting Personally Identifiable Information (PII), and DLA Policy and Procedures when Personal Information is Lost, Stolen or Compromised.
- Contractor shall notify the DTS IAM within one (1) hour in the event of a PII Incident.
- Contractor shall provide information regarding the PII incident to assist the PMO-DTS investigation of the PII incident.
- Contractor shall comply with technical certification and training as specified in Department of Defense Instruction (DODI) 8570.01-M Information Assurance Workforce Improvement Plan, through Change 3, of April 2010 through life of the contract.
- The software shall not contain any code that does not support a software requirement.
- The Contractor-developed software shall be free from all computer viruses, worms, time-outs, time bombs, back doors, disabling devices and other harmful or malicious code intended to or which may damage, disrupt, inconvenience or permit access to the Software user's or another's software, hardware, networks, data or information.

The Contractor shall maintain DTS Security in accordance with current DODI 8500.2 IA Implementation, DODI 8510.0 I DIACAP and National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 NIST 800-53_rev4 requirements.

C.5.4.1 SUBTASK 4.1 – Disaster Recovery, COOP, and Contingency Planning

Contractor's location for the CDC 2 backup/COOP site must provide adequate geographic separation from CDC 1 to ensure disaster survivability, while also ensuring the physical separation of the sites does not jeopardize the requirement for 0% data loss during a system fail-over. The fail-over time from CDC 1 to CDC2 shall not exceed 24 hours. The Contractor's proposal shall include a risk analysis assessing the vulnerability of the CDC 2 site to the same disaster event as one anticipated to occur at the CDC 1 site (e.g., seismic, weather-related, terror attack or power grid failures etc.) and also describe the technical approach for ensuring 0% Approved Transactional data loss upon fail-over. Contractor shall provide an IT Contingency Plan for Disaster Recovery/COOP.

The Government will schedule one (1) annual exercise or assessment where fail-over to the COOP site is demonstrated. The Contractor shall support the IT Contingency Planning efforts and exercises as required and is responsible for communications, networks, system administration, and hardware/software (operating systems and other commercial software) support including all the DTS software.

Data loss is defined as any transactional information or session information that is inserted in or committed to the database in CDC1.

C.5.5   TASK 5 – PROVIDE PROGRAM MANAGEMENT (CLIN X001)

The contractor shall provide program management support under this TO from Task Order award and project kick-off through transition-out. This program management shall include status reporting, status meetings, Project Management Plan, trip reports, Quality Control Plan, and Earned Value Management.

This includes the management and oversight of all activities performed by contractor personnel, including subcontractors, to satisfy the requirements identified in this Statement of Work (SOW). The contractor shall identify a Program Manager (PM) by name who shall provide management, direction, administration, quality control, and leadership of the execution of this TO. The contractor shall schedule meetings and provide deliverables in accordance with Section F.

C.5.5.1   SUBTASK 5.1 – COORDINATE A PROJECT KICK-OFF MEETING

The contractor shall schedule and coordinate a Project Kick-Off Meeting at the location approved by the Government. The meeting will provide an introduction between the contractor personnel and Government personnel who will be involved with the TO. The meeting will provide the opportunity to discuss technical, management, and security issues, and travel authorization and reporting procedures. At a minimum, the attendees shall include vital contractor personnel, representatives from the directorates, other relevant Government personnel, and the FEDSIM COR. The contractor shall provide the following at the Kick-Off meeting:

1. Updated Transition In Plan
2. Project Management Plan
3. Final Quality Control Plan (QCP)
4. Earned Value Management (EVM) Plan.

C.5.5.2   SUBTASK 5.2 – PREPARE A MONTHLY STATUS REPORT (MSR)

The contractor PM shall develop and provide an MSR (Section J, Attachment B) using Microsoft (MS) Office Suite applications, by the tenth calendar day of each month via electronic mail to the DLA Technical Point of Contact (TPOC) and the COR. The MSR shall include the following:

1. Activities during reporting period, by task (include: on-going activities, new activities, activities completed; progress to date on all above mentioned activities). Start each section with a brief description of the task.

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

2. Problems and corrective actions taken. Also include issues or concerns and proposed resolutions to address them.
3. Personnel gains, losses, and status (security clearance, etc.).
4. Government actions required.
5. Schedule (show major tasks, milestones, and deliverables; planned and actual start and completion dates for each).
6. Summary of trips taken, conferences attended, etc. (attach Trip Reports to the MSR for the reporting period).
7. EVM statistics.
8. Accumulated invoiced cost for each CLIN up to the previous month.
9. Projected cost of each CLIN for the current and next month.

C.5.5.3   SUBTASK 5.3 – CONVENE TECHNICAL STATUS MEETINGS

The contractor PM shall ensure attendance of all appropriate personnel (key personnel, functional leads, contracts, and other mutually agreed upon attendees) at the bi-weekly, Integrated Staff Meeting. The purpose of this meeting is to ensure all stakeholders are informed of the upcoming (short and long-term) activities, provide opportunities to identify other activities and establish priorities, and coordinate resolution of identified problems or opportunities.

C.5.5.4   SUBTASK 5.4 – PREPARE A PROJECT MANAGEMENT PLAN (PMP)

The contractor shall document all support requirements in a PMP. The PMP shall:

1. Describe the proposed management approach
2. Contain a definition of all tasks
3. Include milestones, tasks, and subtasks required in this TO
4. Provide for an overall Work Breakdown Structure (WBS) and associated responsibilities and partnerships between or among Government organizations
5. Include the contractor's QCP and EVM Plan.

C.5.5.5   SUBTASK 5.5 – UPDATE THE PROJECT MANAGEMENT PLAN (PMP)

The PMP is an evolutionary document that shall be updated annually at a minimum. The contractor shall work from the latest Government-approved version of the PMP.

C.5.5.6   SUBTASK 5.6 – PREPARE TRIP REPORTS

The Government will identify the need for a Trip Report when the request for travel is submitted. The contractor shall keep a summary of all long-distance travel including, but not limited to, the name of the employee, location of travel, purpose, duration of trip, and point of contact (POC) at travel location.

C.5.5.7 SUBTASK 5.7 – UPDATE QUALITY CONTROL PLAN (QCP)

The contractor shall update the QCP submitted with their proposal and provide a final QCP as required in Section F. The contractor shall periodically update the QCP, as required in Section F, as changes in program processes are identified.

C.5.5.8 SUBTASK 5.8 - EARNED VALUE MANAGEMENT (EVM)

The contractor shall employ and report on EVM in the management of this TO. See H.19, Earned Value Management, for the EVM requirements. This will only apply to the development CLIN x004.

C.5.5.9 SUBTASK 5.9 - INTEGRATED MASTER SCHEDULE (IMS)

The Contractor shall ensure there is a time phased planning tool that uses a calendar or detailed schedule to demonstrate how work efforts will support tasks and events. The IMS is required to integrate with the existing DTS Master Schedule.

C.5.5.10 SUBTASK 5.10 - RISK MANAGEMENT PLAN (RMP)

The Contractor shall document all plans and actions taken to identify, assess, mitigate, and continuously track, control, and document program risks, which is tailored to DTS requirements.

C.5.5.11 SUBTASK 5.11 - REQUIREMENTS TRACEABILITY MATRIX (RTM)

The Contractor shall update and maintain a Requirements Traceability Matrix (RTM) to list all system/component requirements, and detail how and where they are addressed in the system design.

C.5.5.12 TRANSITION-OUT

The Transition-Out Plan shall facilitate the accomplishment of a seamless transition from the incumbent to an incoming contractor/Government personnel at the expiration of the TO. The Contractor shall provide and implement a Transition-Out Plan NLT 90 calendar days prior to expiration of the TO. The Contractor shall identify how it will coordinate with the incoming contractor and/or Government personnel to transfer knowledge regarding the following:

- Project management processes
- Points of contact
- Location of technical and project management documentation
- Status of ongoing technical initiatives
- Appropriate Contractor-to-contractor coordination to ensure a seamless transition

- Transition of Key Personnel
- Schedules and milestones
- Actions required of the Government

The Contractor shall also establish and maintain effective communication with the incoming contractor/Government personnel for the period of the transition via weekly status meetings.

NOTE: Section D of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference.

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section E of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

E.2   PLACE OF INSPECTION AND ACCEPTANCE

Inspection of all work performance, reports, and other deliverables under this TO will be performed by the TPOC. Acceptance of all work performance, reports, and other deliverables under this TO will be performed by the COR.

E.3   SCOPE OF INSPECTION

All deliverables will be inspected for content, completeness, accuracy, and conformance to Task Order requirements. Inspection may include validation of information or software through the use of automated tools, testing, or inspections of the deliverables, as specified in the TO. The scope and nature of this inspection will be sufficiently comprehensive to ensure the completeness, quality, and adequacy of all deliverables.

The Government requires a period NTE 15 workdays after receipt of final deliverable items for inspection and acceptance or rejection.

E.4   BASIS OF ACCEPTANCE

The basis for acceptance shall be compliance with the requirements set forth in the TO, the contractor's proposal and relevant terms and conditions of the contract. Deliverable items rejected shall be corrected in accordance with the applicable clauses.

For IT development, the final acceptance will occur when all discrepancies, errors, or other deficiencies identified in writing by the Government have been resolved through documentation updates, program correction, or other mutually agreeable methods.

Reports, documents, and narrative-type deliverables will be accepted when all discrepancies, errors, or other deficiencies identified in writing by the Government have been corrected.

If the draft deliverable is adequate, the Government may accept the draft and provide comments for incorporation into the final version.

All of the Government's comments on deliverables must either be incorporated in the succeeding version of the deliverable, or the contractor must demonstrate to the Government's satisfaction why such comments should not be incorporated.

If the Government finds that a draft or final deliverable contains spelling errors, grammatical errors, or improper format, or otherwise does not conform to the requirements stated within this TO, the document may be immediately rejected without further review and returned to the contractor for correction and resubmission. If the contractor requires additional Government guidance to produce an acceptable draft, the contractor shall arrange a meeting with the FEDSIM COR.

E.5   DRAFT DELIVERABLES

The Government will provide written acceptance, comments, and/or change requests, if any, within 15 workdays (unless specified otherwise in Section F) from Government receipt of the draft deliverable. Upon receipt of the Government's comments, the contractor shall have ten workdays to incorporate the Government's comments and/or change requests and to resubmit the deliverable in its final form.

E.6   WRITTEN ACCEPTANCE/REJECTION BY THE GOVERNMENT

The CO/COR will provide written notification of acceptance or rejection (Section J, Attachment N) of all final deliverables within 15 workdays (unless specified otherwise in Section F). All notifications of rejection will be accompanied with an explanation of the specific deficiencies causing the rejection.

E.7   NON-CONFORMING PRODUCTS OR SERVICES

Non-conforming products or services will be rejected. Deficiencies will be corrected, by the contractor, within ten workdays of the rejection notice. If the deficiencies cannot be corrected within ten workdays, the Contractor shall immediately notify the FEDSIM COR of the reason for the delay and provide a proposed corrective action plan within ten workdays.

For FFP CLINs, if the contractor does not provide products or services that conform to the requirements of this TO, the Government will not pay the fixed price associated with the non-conforming products or services until all deficiencies are corrected and the Government accepts the final product.

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section F of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

F.3   TASK ORDER PERIOD OF PERFORMANCE

The period of performance for this TO is a one-year base period and four, one-year options.

F.4   PLACE OF PERFORMANCE

Place of Performance is the contractor's facility and the DTS offices in Alexandria, VA. Some long distance travel is anticipated to be required in support of this effort.

F.5   DELIVERABLES

The following schedule of milestones will be used by the FEDSIM COR to monitor timely progress under this TO.

The following abbreviations are used in this schedule:

NLT: No Later Than
TOA: Task Order Award
All references to Days: Government Workdays

Deliverables are due the next Government workday if the due date falls on a holiday or weekend.

The contractor shall submit the deliverables listed in the following table:

#	Deliverable	CLIN	PWS Section	Planned Completion Date
1	Kick-Off Meeting			10 business days of task order award
2	Kick-Off Meeting Agenda			5 business days prior to meeting
3	Kick-Off Meeting Minutes			7 business days post meeting
4	Hosting Migration Plan (GFE)		C.5.1.1 Subtask 1.1	Preliminary Hosting Migration Plan within thirty (30) days after task order award. Final Hosting Migration Plan within sixty (60) days after task order award.
5	DTS Hosting Documentation (GFE environment)		C.5.1.1 Subtask 1.1	COOP and PROD site documentation due within sixty (60) days of completing the GFE transition.
6	Hosting (Interface) Documentation (CFE environment)			Within thirty (30) days of any changes to DTS external interfaces
7	GFE to CFE Transition Plans		C.5.1.2 Subtask 1.2 C.5.2.9 Subtask 2.9	Preliminary GFE to CFE Transition plan NLT ninety (90) days after exercise of the CFE Transition Planning Option. Final GFE to CFE Plan within thirty (30) days after receipt of final Government authorization to proceed.

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

8	Sustainment/Development Transition Out to CFE Hosting Environment			Six (6) months prior to transition
9	Hosting Transition-Out Plan		C.5.1.3 Subtask 1.3	Six (6) months prior to transition
10	Sustainment/Development Transition Plan (Transition-Out)		C.5.2.10 Subtask 2.10	Six (6) months after award of last option
11	Configuration Status Accounting Information		C.5.1.7 Subtask 1.7	Five (5) days prior to every Post Readiness Review or equivalent milestone
12	Configuration Audit Plan		C.5.1.7.1	Ninety (90) days after task order award
13	DTS Rollback Plan - Operational Status		C5.1.8 Subtask 1.8	Within thirty (30) days of completing the transition of the GFE to the Contractor's facilities.
15	Rollback Plan (Application and/or Configuration Changes)		C5.1.8 Subtask 1.8	Within three (3) months of task order award
16	DTS Operations Plan		C5.2.1 Subtask 2.1	Within sixty (60 days) of award; semi-annual updates
17	Engineering Change Proposals (ECP)		C.5.2.2 Subtask 2.2	Contractor Shall provide a threshold limited ECP within thirty (30) days of receipt of FRD.

#	Deliverable	CLIN	PWS Section	Frequency
18	Interface Requirement Specifications (IRS)		C.5.2.3 Subtask 2.3	For sustainment, every six (6) months. For development, within thirty (30) days of PRR.
19	Interface Design and Description (IDD)		C.5.2.3 Subtask 2.3	For sustainment, every six (6) months. For development, within thirty (30) days of PRR.
20	Software Product Specification (SPS)		C.5.2.4 Subtask 2.4	For sustainment, every six (6) months. For development, within thirty (30) days of PRR.
21	System Subsystem Specification (SSS)		C.5.2.4 Subtask 2.4	For sustainment, every six (6) months. For development, within thirty (30) days of PRR.
22	System/Subsystem Design Description (SSDD)		C.5.2.4 Subtask 2.4	For sustainment, every six (6) months. For development, within thirty (30) days of PRR.
23	Database Design Description (DBDD)		C.5.2.4 subtask 2.4	For sustainment, every six (6) months. For development, within thirty (30) days of PRR.
24	Software Development Plan (SDP)		C.5.2.6 Subtask 2.6	For sustainment, every six (6) months. For development, within thirty (30) days of PRR.
25	Software Design Description (SDD)		C.5.2.6 Subtask 2.6	For sustainment, every six (6) months. For development, within thirty (30) days of PRR.
26	Software Requirements Specification (SRS)		C.5.2.6 Subtask 2.6	For sustainment, every six (6) months. For development, within thirty (30) days of PRR.
27	Sustainment /Development Transition – In Plan		C.5.2.8 Subtask 2.8	For sustainment, every six (6) months. For development, within thirty (30) days of PRR.
28	Configuration Management Plan		C.5.2.12 Subtask 2.12 C5.2.18 Subtask 2.18	For sustainment, every six (6) months. For development, within thirty (30) days of PRR.
29	Software Version Description		C.5.2.12 Subtask	Ten (10) days prior to PRR

	(SVD)		2.12	
30	Data Accession List (DAL)		C.5.2.12 Subtask 2.13	Upon Request
31	Software Test Description (STD)		C.5.2.16 Subtask 2.16	Fifteen (15) days prior to system test
32	Software Testing Report (STR)		C5.2.16 Subtask 2.16	10 business days prior to release
33	Software Quality Performance Reports (SQPR)		C5.2.17 Subtask 2.17	No later than eight (8) months after task order award and 30 business days after software release into production.
34	Information Assurance Management Plan		C.5.4 Task 4 C.5.4.1 Subtask 4.1 Section H	Within thirty (30) days of initial award; annual update; within thirty (30) days of COOP exercise or DRT
35	Incident Response Plan			Within sixty (60) days of award
36	Incident Response Exercise (After Action Report)			Within thirty (30) days of exercise
37	COOP Tabletop Exercise After Action Report			Five (5) days after exercise
38	Disaster Recovery Test After Action Report			Five (5) days after exercise

#	Deliverable	CLIN	PWS	Frequency
39	Compliance Auditing Findings and Reports		C.5.3.2 Subtask 3.2	Within ninety (90) days of contract award
40	Quality Control Plan		C.5.5.1 Subtask 5.1	At the Project Kick-off meeting.
41	IA Implementation Reports			As Required
42	Integrated Master Schedule	X001	C.5.5.1	IAW PMP
43	Monthly Status Report (MSR)	X001	C.5.5.2	10th workday of each month
44	Program Management Plan (PMP)	X001	C.5.5.4	60 workdays after TOA
45	Disaster Recovery Plan	X001	C.5.4.1	30 workdays after TOA
46	Trip Report	X001	C.5.5.6	15 business days after travel
47	EVM Reporting	X001	C.5.5.8	10th workday of each month
48	Risk Management Plan			Within 30 business days after award
49	Requirements Traceability matrix			NLT 10 days after FRD updates;update as appropriate to reflect changes
50	Transition Out Plan			90 days prior to start of transition

F.5.1 PUBLIC-RELEASE OF CONTRACT DOCUMENTS REQUIREMENT

The contractor agrees to submit, within ten workdays from the date of the Contracting Officer's execution of the initial TO, or any modification to the TO (exclusive of Saturdays, Sundays, and Federal holidays), a portable document format (PDF) file of the fully executed document with all

proposed necessary redactions, including redactions of any trade secrets or any commercial or financial information that it believes to be privileged or confidential business information, for the purpose of public disclosure at the sole discretion of GSA. The contractor agrees to provide a detailed written statement specifying the basis for each of its proposed redactions, including the applicable exemption under the Freedom of Information Act (FOIA), 5 U.S.C. § 552, and, in the case of FOIA Exemption 4, 5 U.S.C. § 552(b)(4), shall demonstrate why the information is considered to be a trade secret or commercial or financial information that is privileged or confidential. Information provided by the contractor in response to the contract requirement may itself be subject to disclosure under the FOIA. Submission of the proposed redactions constitutes concurrence of release under FOIA.

GSA will carefully consider all of the contractor's proposed redactions and associated grounds for nondisclosure prior to making a final determination as to what information in such executed documents may be properly withheld.

F.5.2 DELIVERABLES MEDIA

The contractor shall deliver all electronic versions by email and/or removable electronic media. The following are the required electronic formats, whose versions must be compatible with the latest, commonly available version on the market.

- Text   MS Word
- Spreadsheets   MS Excel
- Briefings   MS PowerPoint
- Drawings   MS Visio
- Schedules   MS Project

F.6 PLACE(S) OF DELIVERY

Unclassified deliverables and correspondence shall be delivered to the GSA Contracting Officer (CO) or Contracting Officer's Representative (COR) at the following address:

GSA FAS AAS FEDSIM
ATTN: Cynthia Patterson, COR
1800 F Street NW
Washington DC 20405
Cell: (703) 589-2641
Email: cynthia.patterson@gsa.gov

Copies of all deliverables shall also be delivered to the DLA TPOC at the following address:

Mr./Ms./Mrs. (Insert name of client)
(Insert client mailing and e-mail address as appropriate)
(XXX) XXX-XXXX

F.7 NOTICE REGARDING LATE DELIVERY/PROBLEM NOTIFICATION REPORT (PNR)

The contractor shall notify the FEDSIM COR via a Problem Notification Report (PNR) (Section J, Attachment M) as soon as it becomes apparent to the contractor that a scheduled delivery will be late. The contractor shall include in the PNR the rationale for late delivery, the expected date for the delivery, and the project impact of the late delivery. The FEDSIM COR will review the new schedule and provide guidance to the contractor. Such notification in no way limits any Government contractual rights or remedies including, but not limited to, termination.

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section G of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

G.3.5   CONTRACTING OFFICER'S REPRESENTATIVE

The CO will appoint a COR in writing for each TO through a COR Appointment Letter that will be provided to the contractor upon award (Section J, Attachment A). The COR will receive, for the Government, all work called for by the TO and will represent the CO in the technical phases of the work. The COR will provide no supervisory or instructional assistance to contractor personnel.

The COR is not authorized to change any of the terms and conditions, scope, schedule, and price of the Contract or the TO. Changes in the scope of work will be made only by the CO by properly executed modifications to the Contract or the TO.

G.3.5.1   CONTRACT ADMINISTRATION

Contracting Officer:

> Denise VonDibert (GSA FEDSIM)
> GSA FAS AAS FEDSIM
> 1800 F St NW
> Washington DC 20405
> Cell 703-589-2643
> Email: Denise.VonDibert@gsa.gov

Contracting Officer's Representative:

> GSA FAS AAS FEDSIM
> ATTN: Cynthia Patterson, COR
> 1800 and F Street
> Washington DC 20405
> Cell: (703) 589-2641
> Email: cynthia.patterson@gsa.gov

Technical Point of Contact:

> Provided at award.

G.9.6   INVOICE SUBMISSION

The contractor shall submit Requests for Payments in accordance with the format contained in General Services Administration Acquisition Manual (GSAM) 552.232-25, PROMPT PAYMENT (NOV 2009), to be considered proper for payment. In addition, the following data elements shall be included on each invoice.

> Task Order Number: *(from GSA Form 300, Block 2)*
> Paying Number: *(ACT/DAC NO.) (From GSA Form 300, Block 4)*

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

FEDSIM Project Number: DE00637
Project Title: Program Management Office, Defense Travel System

The contractor shall certify with a signed and dated statement that the invoice is correct and proper for payment.

The contractor shall provide invoice backup data in accordance with the contract type, including detail such as labor categories, rates, and quantities of labor hours per labor category and all expenses relating to Travel, Tools and ODCs.

The contractor shall submit invoices as follows:

The contractor shall utilize FEDSIM's electronic Tracking and Ordering System (TOS) to submit invoices. The contractor shall submit invoices electronically by logging onto the following link (requires Internet Explorer to access the link):

https://portal.fas.gsa.gov

Select *Vendor Support,* log in using your assigned ID and password, then click on *Create Invoice*. The TOS Help Desk should be contacted for support at 877-472-4877 (toll free). By utilizing this method, no paper copy of the invoice shall be submitted to GSA FEDSIM or the GSA Finance Center. However, the FEDSIM COR may require the contractor to submit a written "hardcopy" invoice with the client's certification prior to invoice payment.

G.9.6.1   INVOICE REQUIREMENTS

The contractor may invoice the fixed fee on a monthly basis. The monthly fixed fee invoiced shall be proportionate to the amount of labor expended for the month invoiced.

The contractor shall submit simultaneous copies of the invoice to both GSA and the client POC. Receipts are provided on an as requested basis.

If the TO has different contract types, each should be addressed separately in the invoice submission.

The final invoice is desired to be submitted within six months of project completion.

G.9.6.1.1   COST-PLUS-FIXED-FEE (CPFF) CLINs (for LABOR)

The contractor may invoice monthly on the basis of cost incurred for the CPFF CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All hours and costs shall be reported by CLIN element (as shown in Section B), by contractor employee, and shall be provided for the current billing month and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

a. Employee name (current and past employees)
b. Employee company labor category

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

    c. Employee Alliant labor category

    d. Monthly and total cumulative hours worked

    e. Corresponding TO ceiling rate

    f. Fixed fee

    g. Cost incurred not billed

    h. Current approved forward pricing rate agreement in support of indirect costs billed

All cost presentations provided by the contractor shall also include Overhead charges, and General and Administrative charges and shall also include the Overhead and General and Administrative rates being applied.

G.9.6.1.2 FIRM-FIXED-PRICE (FFP) CLINs

The contractor may invoice as stated in Section B for the FFP CLINs. The invoice shall include the period of performance covered by the invoice and the CLIN number and title. All costs shall be reported by CLIN element (as shown in Section B) and shall be provided for the current invoice and in total from project inception to date. The contractor shall provide the invoice data in spreadsheet form with the following detailed information. The listing shall include separate columns and totals for the current invoice period and the project to date.

    a. FFP (period of performance – as stated in Section B).

G.9.6.1.3 OTHER DIRECT COSTS (ODCs)

The contractor may invoice monthly on the basis of cost incurred for the ODC CLIN. The invoice shall include the period of performance covered by the invoice and the CLIN number and title and Interagency Agreement (IA) number. In addition, the contractor shall provide the following detailed information for each invoice submitted, as applicable. Spreadsheet submissions are required.

    a. Tools and/or ODCs purchased

    b. Consent to Purchase number or identifier

    c. Request to Initiate Purchase (RIP)

    d. Date accepted by the Government

    e. Associated CLIN

    f. Project-to-date totals by CLIN

    g. Cost incurred not billed

    h. Remaining balance of the CLIN

All cost presentations provided by the contractor shall also include Overhead charges, General and Administrative charges, and Fee.

G.9.6.1.4 TRAVEL

The contractor may invoice monthly on the basis of cost incurred for cost of travel comparable with the Federal Travel Regulation (FTR). The invoice shall include the period of performance

covered by the invoice, the CLIN number and title, and the IA number. Separate worksheets, in MS Excel format, shall be submitted for travel.

CLIN/Task Total Travel: This invoice information shall identify all cumulative travel costs billed by CLIN/Task. The current invoice period's travel details shall include separate columns and totals and include the following:

    a. Travel Authorization Request number or identifier, approver name, and approval date
    b. Current invoice period
    c. Names of persons traveling
    d. Number of travel days
    e. Dates of travel
    f. Number of days per diem charged
    g. Per diem rate used
    h. Total per diem charged
    i. Transportation costs
    j. Lodging costs
    k. Total charges
    l. Explanation of variances exceeding 10% of the approved versus actual costs
    m. Indirect Handling Rate

All cost presentations provided by the contractor shall also include Overhead charges and General and Administrative charges.

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section H of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

H.2   KEY PERSONNEL

The following are the minimum personnel who shall be designated as "Key." The Government does not intend to dictate the composition of the ideal team to perform this TO. Therefore, the Government encourages and will evaluate additional Key Personnel as proposed by the offeror.

a. Project Manager (PM)
b. Chief Engineer
c. Information Assurance Specialist

The Government desires that Key Personnel be assigned for the duration of the TO.

H.2.1   PROJECT MANAGER

The Project Manager shall have a Secret clearance prior to starting work on this Task Order. A higher clearance is acceptable. It is desirable that the Project Manager has the following qualifications:

- Current Project Management Professional (PMP) certification.
- Extensive experience in Project Management in IT environment
- Extensive experience managing large-scale Information Technology programs or comparable Project Management experience, either as Project Manager or Deputy Project Manager
- Extensive experience in development lifecycle processes and/or service management of an Information Technology system
- Experience working with the Contractor's contracting processes and procedures
- Manpower utilization, procurement, business management, problem resolution, and employee relations (including subcontractors).

H.2.2   Chief Engineer

The Chief Engineer shall have a Secret clearance prior to starting work on this Task Order. A higher clearance is acceptable. It is desirable that the Chief Engineer has the following qualifications:

- Extensive experience in System Engineering
- Experience in Information Technology engineering processes.
- Experience with large scale Federal Information Technology projects.

H.2.3 Information Assurance Specialist

The Information Assurance Specialist shall have a Top Secret clearance prior to starting work on this Task Order. The Information Assurance Specialist shall have a current Certified Information Systems Security Professional (CISSP) Certification.

 It is desirable that the Information Assurance Specialist has the following qualifications:

- Extensive experience in evaluating and implementing Information Assurance tools for assessing and maintaining system security within the Defense Information Infrastructure (DII) to support system development and integration.
- Knowledge and experience performing appropriate analyses to ensure threat assessments, protection, detection, and reaction functions are performed.
- Knowledge and experience managing or implementing DOD information security, communications-computer systems security and industrial security policies and procedures.
- Knowledge and experience training information systems personnel on DOD security policies and procedures.
- Knowledge and experience developing standardized certification and accreditation processes in accordance with DIACAP policy and maintain established accreditation baselines.

H.2.4 KEY PERSONNEL SUBSTITUTION

The contractor shall not replace any personnel designated as Key Personnel without the written concurrence of the CO. Prior to utilizing other than the key personnel specified in proposals in response to a TOR, the contractor shall notify the Government CO and the COR of the existing TO. This notification shall be no later than ten calendar days in advance of any proposed substitution and shall include justification (including resume(s) and labor category of proposed substitution(s)) in sufficient detail to permit evaluation of the impact on TO performance.

Substitute personnel qualifications shall be equal to, or greater than, those of the personnel being substituted. If the Government CO and the COR determine that the proposed substitute personnel is unacceptable, or that the reduction of effort would be so substantial as to impair the successful performance of the work under the TO, the contractor may be subject to default action as prescribed by FAR 52.249-6, Termination (Cost Reimbursement) and FAR 52.249-8, Default (Fixed-Price Supply and Service).

H.5 GOVERNMENT-FURNISHED PROPERTY (GFP)

See the Technical Data Package in attachment list in Section J, Attachment J.

H.5.2 GOVERNMENT-FURNISHED INFORMATION (GFI)

See the Technical Data Package in attachment list in Section J, Attachment J.

H.7   SECURITY CONSIDERATIONS

Contractor shall maintain Personnel Security Program in accordance with current DODD 5200.2. See Section J Attachment H, Additional Agency Guidance (DoD Directive 5200.2 DoD Personnel Security Program dtd 9 Apr 1999).

Contractor personnel requiring access to DTS shall have background investigations as stated in the DD 254 and must have completed privacy and security awareness training prior to accessing DTS. When contractor personnel are terminated from the project, System Administrators shall immediately disable the account and have seventy-two (72) hours to remove accounts required for system/network access. All access cards and identification badges will be returned to COR.

H.7.1   INFORMATION ASSURANCE

Contractor shall perform IA on DTS Hosting system. IA covers all actions that protect and defend the DTS information system by ensuring availability, integrity, authentication, confidentiality and non-repudiation. This includes providing for restoration of the DTS information system by incorporating protection, detection and reaction capabilities.

Contractor personnel requiring access to DTS shall have background investigations as stated in the DD 254 and must have completed privacy and security awareness training prior to accessing DTS. When contractor personnel are terminated from the project, System Administrators shall immediately disable the account and have seventy-two (72) hours to remove accounts required for system/network access. All access cards and identification badges will be returned to COR.

The Contractor shall maintain DTS IA and Security in accordance with current DODI 8500.2 IA Implementation, DODI 8510.0 I Information Assurance Certification and Accreditation Process (DIACAP) dtd 28 Nov 2007 and National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 requirements.

The Contractor shall provide a listing to the COR of all personnel and technical certification dates for IAM review related to technical certification and training as specified in DODI 8570.01-M. See Section J Attachment H, Additional Agency Guidance (DoD Instruction 8570.01-M Information Assurance Workforce Improvement Program Ch-3 dtd 20 Apr 2010).

Contractor shall maintain DTS DIACAP Security requirements in accordance with current DODI 8500.2 IA Implementation, DODI 8510.01 DIACAP and DLA Mandatory IA Procedures and Processes requirements. See Section J, J-008 (DoD Instruction 8510.01 Information Assurance Certification and Accreditation Process (DIACAP) dtd 28 Nov 2007. Contractor shall maintain Personnel Security Program in accordance with current DODD 5200.2. See Section J Attachment H, Additional Agency Guidance (DoD Directive 5200.2 DoD Personnel Security Program dtd 9 Apr 1999).

Contractor shall notify, by telephone, the PMO Information Assurance Manager (IAM), the COR and the CO of all internal (to the contractor) security related issues. Notification must be in a timely manner upon discovery of the incident but no later than twenty-four (24) hours.

Contractor shall submit in writing to the PMO IAM, COR, and the CO all DTS-related information, network, personnel, or physical security violations and within 24 hours.

Security issues arising from external user activities do not require notification to the CO however existing DoD IA protocols and policies apply.

Contractor shall adhere to the DTS Vulnerability Management (VM) Plan and Compliance Document to ensure compliance with DOD Information Assurance Vulnerability Management (IAVM) program.

Information Assurance/Security: The Contractor shall maintain DTS Security in accordance with current DODI 8500.2 IA Implementation, DODI 8510.0 I DIACAP and National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 requirements.

H.7.3 SECURITY CLEARANCES

The Contractor shall maintain DOD Secret clearances as required by the Government and as stated in the DD 254 and the Task Order.

For specific positions, the Contractor shall maintain DOD Top Secret clearances as required by the Government and as stated in the DD 254 and Task Order.

SECURITY / IA Training

In accordance with DOD 5200.2-R, DOD Personnel Security Program and Government Regulation (GOVERNMENTR) 5200.11, Government Personnel Security Program Regulation, employees must have a security clearance/trustworthiness determination before working on the contract in a sensitive position or provided access to classified information. Contractor/Subcontractor employees requiring a clearance must have a DOD investigation performed and be adjudicated as acceptable before working on this contract in accordance with the National Industrial Security Program Operating Manual (NISPOM). Contractor employees will be required to meet the security and safety regulations pertinent to the work location, and all Contractor security requests shall be submitted to the Government.

 All contractors assigned to this effort performing work on sensitive automated information systems (AISs) are to be assigned to positions which are designated at one of the 3 sensitivity levels (IT Level I, II, or III). These designations equate to Critical Sensitive and Non-Critical Sensitive positions. The employing contractor will ensure individuals assigned to these positions have completed the DD Form 2875 and appropriate access request forms based on program needs. Position categories include: IT-I (Privileged), IT-II (Limited Privileged), and IT-III (Non-Privileged). Investigative requirements for each category vary, depending on role.
IT Level I: Privileged users shall access only that data, control information, software, hardware, and firmware for which they are authorized access and have a need-to-know, and assume only those roles and privileges for which they are authorized. All Privileged User as defined by DODI

8500.2 that have access to system control, monitoring, or administration functions are required to have a TS clearance based on a favorable Single Scope Background Investigation (SSBI).

IT Level II: IT-II (Limited Privileged) must be an appropriately cleared individual with a requirement with access to a DOD information system in order to perform or assist in a lawful and authorized governmental function. Individuals will be assigned to one of these positions with daily unsupervised access to DOD networks and information systems containing Sensitive-but-Unclassified or Sensitive Classified up to and including Collateral Secret information.

IT Level III: IT-III (Non-privileged) must be an individual with no access to Government tools and environments who has had a favorable background investigation.

(**1**) PMO-DTS/GOVERNMENT retains the right to require removal of contractor personnel, regardless of prior clearance or adjudication status, whose actions, while assigned to this contract, conflict with the interests of the Government.
(**2**) All employees performing work under this Task Order must possess the appropriate clearance commensurate with the level of facility/material to which the employee requires access. Interim TS and Interim Secret will be authorized for access to IT I and II positions as noted above.
(**3**) Personnel performing work in labor categories authorized under this PWS that involve ensuring the confidentiality, integrity, and availability of systems, networks, and data shall be trained in accordance with DFARS 252.239–7001.

The DD254 Department of Defense Contract Security Classification Specification is included as part of the solicitation package to inform the Contractor of the security requirements and the classification guidance to include investigative/clearance requirements for DTS positions. The Contractor will perform internal assessments to determine position sensitivity and management controls that are in place necessary to prevent individuals from bypassing controls and processes. The position sensitivity assessments for contract positions will be forwarded to the Government and will be used in making a final determination of position sensitivity, (i.e., IT-I, IT-II, IT-III) as defined in DOD 5200.2-R and at DODI 8500.2 in assessing personnel suitability and requirements for individuals assigned to these positions.

 For validation purposes, within three calendar days after candidate selection, the Contractor will provide a list of personnel (name, SSN, DOB, place of birth, Level/Type/Date of security investigation, and activation status of clearance (as required by DOD 5220.22-M)) assigned to this effort to the Government Contracting Officer Representative (COR). Subsequently, the name(s), SSNs, DOBs, and Automatic Data Processing (ADP) Level of Contractor personnel who may be substituted for other Contractor personnel must also be provided to the COR within five calendar days before the anticipated substitution is scheduled to occur.

DFARS 252.239-7001 Information Assurance Contractor Training and Certification
[http://www.acq.osd.mil/dpap/dars/dfars/html/current/252239.htm]

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

INFORMATION ASSURANCE CONTRACTOR TRAINING AND CERTIFICATION
(JAN 2008)

(a) The Contractor shall ensure that personnel accessing information systems have the proper and current information assurance certification to perform information assurance functions in accordance with DOD 8570.01-M, Information Assurance Workforce Improvement Program. The Contractor shall meet the applicable information assurance certification requirements, including—

(1) DOD-approved information assurance workforce certifications appropriate for each category and level as listed in the current version of DOD 8570.01-M; and

(2) Appropriate operating system certification for information assurance technical positions as required by DOD 8570.01-M.

(b) Upon request by the Government, the Contractor shall provide documentation supporting the information assurance certification status of personnel performing information assurance functions.

(c) Contractor personnel who do not have proper and current certifications shall be denied access to DOD information systems for the purpose of performing information assurance functions.

PRIVACY CONTROLS

Pursuant to 32 CFR § 310.12(a)(1), FAR Part 24.1 and Clauses 52.224-1 and 52.224-2, incorporated by reference in the contract, if this Task Order requires the operation or maintenance of a system of records or a portion of a system of records or requires the performance of any activities associated with maintaining a system of records, including the collection, use, and dissemination of records, the record system or the portion of the record system affected are considered to be maintained by the Defense Logistics Agency and are subject to 32 CFR Part 310. The contractor and its employees are to be considered employees of the Defense Logistics Agency for purposes of the criminal provisions of 5 U.S.C 552a(i) during the performance of this contract.

For any system containing Personally Identifiable Information, at a minimum, the Contractor shall follow the security controls and practices of NIST SP 800-122, Guide to Protecting the Confidentiality of Personally Identifiable Information (PII).

SECURITY CONTROLS

The Contractor shall follow both the NIST SP 800-53, Recommended Security Controls for Federal Information Systems, and the DODI 8510.01, DIACAP (depending on proposed changes to Department of Defense Certification and Accreditation policy which may occur after contract award), to ensure that the Software will be or has been developed using secure coding practices in a manner that minimizes security flaws and privacy data vulnerability, within the Software. Upon request, the Contractor shall provide DLA a copy of the Contractor's secure coding best practices policy. Upon delivery of any Contractor-developed Software to the DLA,

the Contractor shall certify in writing to the Contracting Officer's Representative (COR) that the Contractor complied with the Policy in the performance of its obligations under the task order.

The Contractor will be subject to a review, as required but at least annually during development, which will allow the Government Information Assurance Manager (IAM) to assess compliance with assigned security controls. In addition, the Contractor shall ensure that appropriate security management tools are in place to allow for the review of security configurations, user identities, etc.

H.9   ORGANIZATIONAL CONFLICT OF INTEREST AND NON-DISCLOSURE REQUIREMENTS

H.9.1   ORGANIZATIONAL CONFLICT OF INTEREST

If the contractor has or is currently providing support or anticipates providing support to DLA that creates or represents an actual or potential organizational conflict of interest (OCI), the contractor shall immediately disclose this actual or potential OCI in accordance with FAR Subpart 9.5. The contractor is also required to complete and sign an Organizational Conflict of Interest Statement in which the contractor (and any subcontractors, consultants, or teaming partners) agrees to disclose information concerning the actual or potential conflict with any proposal for any solicitation relating to any work in the TO. All actual or potential OCI situations shall be identified and addressed in accordance with FAR Subpart 9.5.

H.9.2 NON-DISCLOSURE REQUIREMENTS

If the contractor acts on behalf of, or provides advice with respect to any phase of an agency procurement, as defined in FAR 3.104-4, then the contractor shall ensure that all its personnel (to include subcontractors, teaming partners, and consultants) who will be personally and substantially involved in the performance of the TO:

   a. Execute and submit a Corporate Non-Disclosure Agreement (NDA) Form (Section J, Attachment G) prior to the commencement of any work on the TO, and
   b. Are instructed in the FAR 3.104 requirements for disclosure, protection, and marking of contractor bid or proposal information, or source selection information.

All proposed replacement contractor personnel also must submit an NDA and be instructed in the requirements of FAR 3.104. Any information provided by contractors in the performance of this TO or obtained by the Government is only to be used in the performance of the TO. The contractor shall put in place appropriate procedures for the protection of such information and shall be liable to the Government for any misuse or unauthorized disclosure of such information by its personnel, as defined above.

H.14   SECTION 508 COMPLIANCE REQUIREMENTS

The Defense Travel System meets Section 508 compliance to the extent possible given current technological capabilities, roles and responsibilities assigned to users, policies, regulations and

guidelines. A Section 508 compliance audit will be undertaken and completed by the end of FY14. Updates or changes to the system shall be developed as part of this task order. The Contractor shall deliver Section 508 compliant software.

Unless the Government invokes an exemption, all Electronic and Information Technology (EIT) products and services proposed shall fully comply with Section 508 of the Rehabilitation Act of 1973, per the 1998 Amendments, 29 United States Code (U.S.C.) 794d, and the Architectural and Transportation Barriers Compliance Board's Electronic and Information Technology Accessibility Standards at 36 Code of Federal Regulations (CFR) 1194. The contractor shall identify all EIT products and services proposed, identify the technical standards applicable to all products and services proposed and state the degree of compliance with the applicable standards. Additionally, the contractor must clearly indicate where the information pertaining to Section 508 compliance can be found (e.g., Vendor's or other exact web page location). The contractor must ensure that the list is easily accessible by typical users beginning at time of award.

H.16   COST ACCOUNTING SYSTEM

The adequacy of the contractor's accounting system and its associated internal control system, as well as contractor compliance with the Cost Accounting Standards (CAS), affect the quality and validity of the contractor data upon which the Government must rely for its management oversight of the contractor and contract performance. The contractor's cost accounting system shall be adequate during the entire period of performance and shall permit timely development of all necessary cost data in the form required by the contract.

H.18   PURCHASING SYSTEMS

The objective of a contractor purchasing system assessment is to evaluate the efficiency and effectiveness with which the contractor spends Government funds and complies with Government policy with subcontracting.

Prior to the award of a TO the CO will verify the DCMA designated status of the contractor's purchasing system in accordance with FAR 44. Thereafter, the contractor shall provide DCMA correspondence to the CO no later than 30 calendar days prior to the exercise of any options. Additionally, if reviews are conducted of the purchasing system after the exercise of the option, the contractor shall provide the results of the review to the CO within 10 workdays from the date the results are known to the contractor.

H.19   EARNED VALUE MANAGEMENT SYSTEM (APPLIES TO CLIN X004 ONLY)

The contractor shall employ EVM in the management of this TO in accordance with the American National Standards Institute (ANSI)/Electronic Industries Alliance (EIA) Standard-748-A-1998, *Earned Value Management Systems.* A copy of the standard is available at http://global.ihs.com/. The Government expects the contractor to employ innovation in its

proposed application of EVM techniques to this TO in accordance with best industry practices. The following EVM status information shall be included in each MSR:

a. Planned Value (PV)

b. Earned Value (EV)

c. Actual Cost (AC)

d. A cost curve graph plotting PV, EV, and AC on a monthly basis from inception of the TO through the last report, and plotting the AC curve to the estimated cost at completion (EAC) value.

e. An EVM variance analysis that includes the following:
    1. Cost variance = (EV - AC)
    2. Cost Variance % = (CV/PV X 100%)
    3. Cost Performance Index (CPI) = (EV/AC)
    4. Schedule Variance = (EV minus PV)
    5. Schedule Variance % = (SV/PV X 100%)
    6. Schedule Performance Index (SPI) = (EV/PV)
    7. Estimate at Completion (EAC)
    8. ACcum + 1/CPI X (BAC minus EV cum)
    9. ACcum + 1/CPI X SPI X (BAC minus EVcum)
    10. Variance at Completion (VAC) = (BAC minus EAC) for EAC
    11. Variance at Completion % + (VAC/BAC X 100%) for EAC
    12. Estimate to Completion (ETC)
    13. Expected Completion Date

f. Explain all variances greater than ten percent.

g. Explain, based on work accomplished as of the date of the report, whether the performance goals will be achieved.

h. Discuss the corrective actions that will be taken to correct the variances, the risk associated with the actions.

The Government will conduct an Integrated Baseline Review within 60 calendar days after TOA, or exercise of significant TO options, or incorporation of major TO modifications. The objective of the Integrated Baseline Review is for the Government and the contractor to jointly assess areas, such as the contractor's planning, to ensure complete coverage of the TO, logical scheduling of the work activities, adequate resources, and identification of inherent risks.

H.23 TRAVEL

H.23.1 TRAVEL REGULATIONS

Contractor costs for travel will be reimbursed at the limits set in the following regulations (see FAR 31.205-46):

a. Federal Travel Regulations (FTR) - prescribed by the GSA, for travel in the contiguous U.S.

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

b. Joint Travel Regulations (JTR), Volume 2, Department of Defense (DoD) Civilian Personnel, Appendix A - prescribed by the DoD, for travel in Alaska, Hawaii, and outlying areas of the U.S.

c. Department of State Standardized Regulations (DSSR) (Government Civilians, Foreign Areas), Section 925, "Maximum Travel Per Diem Allowances for Foreign Areas" - prescribed by the Department of State, for travel in areas not covered in the FTR or JTR.

H.23.2 TRAVEL AUTHORIZATION REQUESTS

Before undertaking travel to any Government site or any other site in performance of this Contract, the contractor shall have this travel approved by, and coordinated with, the FEDSIM COR. Notification shall include, at a minimum, the number of persons in the party, traveler name, destination, duration of stay, purpose, and estimated cost. Prior to any long distance travel, the contractor shall prepare a Travel Authorization Request for Government review and approval. Long distance travel will be reimbursed for cost of travel comparable with the Federal Travel Regulations (FTR).

Requests for travel approval shall:

a. Be prepared in a legible manner.
b. Include a description of the travel proposed including a statement as to purpose.
c. Be summarized by traveler.
d. Identify the TO number.
e. Contract number.
f. FEDSIM Project number.
g. Identify the CLIN and Interagency Agreement account associated with the travel.
h. Be submitted 2 weeks in advance of the travel with sufficient time to permit review and approval.
i. Project Title
j. Name of contractor (including sub)
k. Origination
l. Destination
m. Departure Date, Return Date, Duration in Hours
n. Organization(s) Visited
o. Trip Required (yes or no)
p. Estimated travel costs required (including airfare, rental car/transportation, POV mileage, gasoline, parking, lodging and incidental expense)
q. DTS TPOC concurrence (date signed, name and signature)
r. FEDSIM COR approval (date signed, name and signature)

The contractor shall use only the minimum number of travelers and rental cars needed to accomplish the task(s). Travel shall be scheduled during normal duty hours whenever possible.

The Contractor shall provide justification and obtain advance Government approval for any weekend travel.

H.24 ODCs

The Government may require the contractor to purchase hardware, software, and related supplies critical and related to the services being acquired under the TO. Such requirements will be identified at the time a TOR is issued or may be identified during the course of a TO by the Government or the contractor. If the contractor initiates a purchase within the scope of this TO and the prime contractor has an approved purchasing system, the contractor shall submit to the FEDSIM COR a Request to Initiate Purchase (RIP). If the prime contractor does not have an approved purchasing system, the contractor shall submit to the CO a Consent to Purchase (CTP). The RIP and CTP shall include the purpose, specific items, estimated cost, cost comparison, and rationale. The contractor shall not make any purchases without an approved RIP from the COR or an approved CTP from the CO.

H.25 TRANSFER OF HARDWARE/SOFTWARE MAINTENANCE AGREEMENTS

If the offeror proposes to provide any commercial computer software ("Commercial Software") as part of its proposed solution in response to this Solicitation, the offeror shall ensure that any software license agreement ("License Agreement") associated with such Commercial Software and intended to bind the Government complies with the FAR clause at 12.212(a), which provides, in relevant part, that commercial computer software and documentation shall be acquired under licenses customarily provided to the public "to the extent such licenses are consistent with Federal law." The most common examples of areas of non-compliance are set forth in the following table, which is provided for information purposes only and does not constitute an exhaustive list.

The requirement to propose compliant License Agreements shall apply regardless of whether the original rights holder to the Commercial Software ("Licensor") is the offeror, its subcontractor, or a third party, in the case of third-party software embedded or provided with the Commercial Software. Further, this requirement shall apply regardless of the format or title of the License Agreement (i.e., whether entitled "Software License Agreement," "End User License Agreement," "Terms of Service," or otherwise and whether presented in hard copy or in a clickwrap or other electronic format). For the avoidance of doubt, this may require the offeror to negotiate with its Licensors and to obtain a revised version of the License Agreement. License Agreements incorporated into a company's existing Schedule 70 or other Government contract are not exempt from this requirement.

If proposing Commercial Software, the offeror shall include a statement in its proposal confirming that all applicable License Agreements will comply with the requirement of this Section H (actual License Agreements need not be submitted prior to award). Non-compliance identified after award may entitle the Government to terminate the contract and seek any or all available remedies for breach of contract.

Commercial Terms*	Legal Restriction	Action**
Contract Formation and Modification	Under FAR 1.601(a), in an acquisition involving the use of appropriated funds, an agreement binding on the Government may only be entered into by a duly warranted CO in writing. Under FAR 43.102, the same requirement applies to contract modifications affecting the rights of the parties.	Any provisions purporting to form a contract binding on the U.S. Government by any other means (e.g., use, download, click through terms, etc.) must be deleted. The same applies to provisions allowing for License Agreement terms to be changed unilaterally by the Licensor.
Patent or Other Type of Intellectual Property Indemnity – sellers of products or services often provide that in the event of claim or litigation alleging infringement of patent rights asserted by some third party that the seller will indemnify the buyer, provided that the buyer provide notice of the claim or litigation, and that the seller assume control of the litigation and any proposed settlement.	Under the authority of 28 U.S.C. § 516, only the Attorney General, acting by and through the attorneys of the U.S. Department of Justice, may represent the U.S. Government in litigation.	The patent or other type of intellectual property indemnity clause remains in effect, but any undertaking to "defend" the Government or any requirement that the seller control litigation and/or any proposed settlement is to be deleted.
General Indemnity – sellers of products or services provide that in the event of any litigation arising from the buyers use of the product or service that buyer will indemnify seller's litigation costs and damages (if any).	Agreements to pay the attorney fees of a private party require a statutory waiver of sovereign immunity. Agreements to pay some indeterminate amount of money in the future violate the restrictions of the Anti-Deficiency Act, 31 U.S.C. § 1341(a)(1) and the Adequacy of Appropriations Act, 41 U.S.C. §11.	General Indemnity clauses must be removed from the License Agreement.

Commercial Terms*	Legal Restriction	Action**
Arbitration of Disputes – sellers of products or services provide that any disputes with buyer must be resolved through binding arbitration without recourse to litigation in state or federal courts.	Federal Agencies are not allowed to use binding arbitration unless the head of the agency has promulgated guidance through administrative rulemaking on the use of binding arbitration. *See* 5 U.S.C. § 575. At the time of this Solicitation release, GSA has not done so.	Binding Arbitration clauses must be removed from the License Agreement.
Venue, Jurisdiction and Choice of Law – sellers of products or services provide that jurisdiction of any dispute will be in a particular state, federal or foreign court or that particular state or foreign law will govern.	Litigation where the U.S. Government is a defendant must be heard either in U.S. District Court (28 U.S.C. § 1346) or the U.S. Court of Federal Claims (28 U.S.C. §1491). The U.S. Government, as the sovereign, does not contract under state or foreign law. Depending on the subject matter of the dispute, the Contract Disputes Act or other applicable law will govern.	Clauses claiming that disputes will only be heard in state court will be revised to allow disputes in Federal court. Choice of law clauses must be deleted.
Equitable Remedies – sellers of products or services provide that in the event of a dispute concerning patent or copyright infringement that the end user agree that an injunction is appropriate.	The only remedy provided for copyright or patent infringement against the U.S. Government is monetary damages. *See* 28 U.S.C. § 1498.	Equitable remedy clauses must be removed.
Negative Options – sellers of products or services provide that option periods will automatically be exercised unless affirmative action is taken by the buyer to not exercise the option.	Agreements to pay money in advance of appropriations violate the restrictions of the Anti-Deficiency Act, 31 U.S.C. § 1341(a)(1) and the Adequacy of Appropriations Act, 41 U.S.C. §11.	Negative option clauses must be removed.

Commercial Terms*	Legal Restriction	Action**
Limitation of Liability	Various (see next column)	Limitation of liability clauses may be included in accordance with the Licensor's standard commercial practices, except that such clauses may not operate to impair or prejudice the U.S. Government's right (a) to recover for fraud or crimes arising out of or relating to this TO under any Federal fraud statute, including without limitation the False Claims Act (31 U.S.C. §§3729 through 3733), or (b) to express remedies provided under any FAR, GSAR or master Alliant contract clauses incorporated into this TO.
Integration/Order of Precedence Clauses		Any provisions purporting to invalidate or supersede the terms of the Government TO resulting from this Solicitation (such provisions are frequently found in "entire agreement" clauses) must be removed from the License Agreement.

* The following standard commercial terms are deemed non-compliant within the meaning of this clause.

** The License Agreement will be deemed compliant when the action specified in this column is successfully implemented.

H.27 CONTRACTOR IDENTIFICATION

As stated in 48 CFR 211.106, Purchase Descriptions for Service Contracts, contractor personnel shall identify themselves as contractor personnel by introducing themselves or being introduced as contractor personnel and by displaying distinguishing badges or other visible identification for meetings with Government personnel. The Contractor personnel shall appropriately identify themselves as contractor employees in telephone conversations and in formal and informal written correspondence.

H.28   INTELLECTUAL PROPERTY RIGHTS

The existence of any patent, patent application or other intellectual property right that encumbers any deliverable must be disclosed in writing on the cover letter that accompanies the delivery. If no such disclosures are provided, "the data rights provisions in FAR 52.227-14 apply.

NOTE: The Section numbers in this TO correspond to the Section numbers in the Alliant Contract. Section I of the contractor's Alliant Contract is applicable to this TO and is hereby incorporated by reference. In addition, the following applies:

I.2   FAR 52.252-2 CLAUSES INCORPORATED BY REFERENCE (FEB 1998)

This TO incorporates one or more clauses by reference with the same force and effect as if they were given in full text. Upon request the CO will make their full text available. Also, the full text of a provision may be accessed electronically at:

FAR website: https://www.acquisition.gov/far/

Clause No	Clause Title	Date
52.208-9	CONTRACTOR USE OF MANDATORY SOURCES OF SUPPLY OR SERVICES	OCT 2008
52.204.10	Reporting Executive Compensation and First Tier Subcontract Awards	(Jul 2010)
52.215-21	Requirements for Cost or Pricing Data or Information Other than Cost or Pricing Data – Modifications	(Oct 2010)
52.216-8	Fixed Fee	(Jun 2011)
52.217-8	Option to Extend Services Fill-In Date: 30 days	(Nov 1999)
52.217-9	Option to Extend the Term of the Contract	(Mar 2000)
52.222-54	EMPLOYMENT ELIGIBILITY VERIFICATION	JAN 2009
52.223-15	Energy Efficiency in Energy Consuming Products	(Dec 2007)
52.223-16	IEEE 1680 Standard for the Environmental Assessment of Personal Computer Products	(Dec 2007)
52.227-14	Rights In Data – General Alternate II or III (Use FAR Clause (52.227-14) Or DFARS Clause, Not Both)	(Dec 2007)
52.227-15	Representation of Limited Rights Data and Restricted Computer Software	(Dec 2007)
52.227-17	Rights In Data Special Works	(Jun 1987)
52.229-3	FEDERAL, STATE, AND LOCAL TAXES	APR 2003
52.229-4	FEDERAL, STATE, AND LOCAL TAXES (STATE AND LOCAL ADJUSTMENTS)	APR 2003
52.232-20	Limitation of Cost	(Apr 1984)
52.232-22	Limitation of Funds	(Apr 1984)
52.244-6	Subcontracts for Commercial Items	(Dec 2010)
52.251-1	Government Supply Sources	(Aug 2010)

I.3   GENERAL SERVICES ADMINISTRATION ACQUISITION MANUAL (GSAM), INCORPORATED BY REFERENCE

The full text of a provision may be accessed electronically at:

GSAM website: https://www.acquisition.gov/gsam/gsam.html

Clause No	Clause Title	Date
552.232.25	Prompt Payment	(Nov 2009)

I.15   DEFENSE FEDERAL ACQUISITION REGULATION SUPPLEMENTS (DFARS) CLAUSES INCORPORATED BY REFERENCE

The full text of a provision may be accessed electronically at:

Defense Procurement website: www.acq.osd.mil/dpap/dars/dfarspgi/current/index.html

Clause No	Clause Title	Date
252.204-7004	Alternate A, Central Contractor Registration	(Sep 2007)
252.227-7013	Rights in Technical Data - Noncommercial Items	(Mar 2011)
252.227-7014	Rights in Noncommercial Computer Software and Noncommercial Computer Software Documentation	(Mar 2011)
252.227-7015	Technical data—Commercial items	(Nov 1995)
252.227-7016	Rights in Bid or Proposal Information	(Jan 2011)
252.227-7017	Identification and Assertion of Use, Release, or Disclosure Restrictions	(Jan 2011)
252.227-7019	Validation of Asserted Restrictions - Computer Software	(Sep 2011)
252.227-7023	Drawings and Other Data to Become Property of Government	(Mar 1979)
252.227-7025	Limitations on the Use or Disclosure of Government-Furnished Information Marked With Restrictive Legends	(Jun 1995)
252.227-7028	Technical Data or Computer Software Previously Delivered to the Government	(Jun 1995)
252.227-7030	Technical Data—Withholding of Payment	(Mar 2000)
252.227-7037	Validation of Restrictive Markings on Technical Data	(Jun 2012)
252.246-7001	Warranty of Data	(Dec 1991)

J.1 LIST OF ATTACHMENTS

Attachment	Title
A	COR Appointment Letter
B	Monthly Status Report
C	Department of Defense (DD) 254 (electronically attached .pdf)
D	Travel Authorization Template (electronically attached .xls)
E	Consent to Purchase Template (electronically attached .xls)
F	Request to Initiate Purchase Template (electronically attached .xls)
G	Corporate Non-Disclosure Agreement
H	Additional Agency Guidance
I	Key Personnel Qualification Matrix (To be removed at TOA)
J	Technical Data Package
K	Contract Data Requirements List (CDRLs)
L	Acronym List
M	Problem Notification Report
N	Deliverable Acceptance-Rejection Report
O	Project Staffing Plan Template (To be removed at TOA)
P	QASP

Attachment A
COR Appointment Letter

COR Appointment
Letter.pdf

Attachment B
Monthly Status Report

Sample_Monthly_Sta
tus_Report_08-04-11

Attachment C
Department of Defense (DD) 254 (electronically attached .pdf)

Master DD254 with
Attachments.doc

Attachment D
Travel Authorization Template (electronically attached .xls)

Travel_Authorization
_06-12-12.xlsx

Attachment E
Consent to Purchase Template (electronically attached .xls)

Consent_to_Purchas
e_08-04-11.xlsx

Attachment F
Request to Initiate Purchase Template (electronically attached .xls)

Request_to_Initate_
Purchase_08-04-11.x

Attachment G
Corporate Non-Disclosure Agreement

Use and
non-disclosure agreer

Attachment H
Additional Agency Guidance

Current SPR Priority Breakout	
SPR Priority	# SPRs
Prioriy 1	0
Prioriy 2	198
Prioriy 3	255
Prioriy 4	164
Prioriy 5	54
Total	671

DoD Risk Management Plan

J-002 DTS DOD Risk
Management Plan.doc

Release Use Case Decision Criteria

J-003 DTS Release
Use Case Decision Cri

DTS Recurring Report List

J-006 DTS Recurring
Report List.xls

DODI 8570.01M IA WIP - http://www.dtic.mil/whs/directives/corres/ins1.html
Task Order Request **GSC-QF0B -13-32712**
Amendment 05

DODI 8510.01 – http://www.dtic.mil/whs/directives/corres/ins1.html
DODD 5200.2 – http://www.dtic.mil/whs/directives/corres/ins1.html
DODI 8500.02 - http://www.dtic.mil/whs/directives/corres/ins1.html

OMB memorandum M06-16 Protection of Sensitive Information

J-011 OMB M06-16
Protection of Sensitive

DOD Guidance on Protecting PII

J-012 DOD Guidance
on Protecting PII.pdf

Attachment I
Key Personnel Qualification Matrix (To be removed at TOA)

Sample_Key_Person
nel_Qualifications_Ma

Attachment J
Technical Data Package (TDP)

The Technical Data Package will be available on CD at FEDSIM. The Offeror shall comply with the terms of section L.8.8 regarding signing the TDP NDA and returning the TDP CD with their proposal.

Attachment K
Contract Data Requirements List (CDRLs)

(Separately Attached)

Attachment L
Acronym List

Acronym	Definition
ATO	Authority to Operate
BP	Business Process
C&A	Certification & Accreditation
CAE	Component Acquisition Executive
CCEVS	Common Criteria Evaluation and Validation Scheme
CDC	Central Data Center
CDC 1	Central Data Center 1
CDC 2	Central Data Center 2
CFE	Contractor Furnished Equipment
CMP	Configuration Management Plan
CNDSP	Computer Network Defense Service Provider
CO	Contracting Officer
COOP	Continuity of Operations Plan
COR	Contracting Officer's Representative
COTS	Commercial Off the Shelf
CPU	Central Processing Unit
CR	Change Request
CRL	Certificate Revocation List
CRUD	Create, Read, Update, Delete
CSCI	Computer Software Configuration Item
CTO	Commercial Travel Office
DAA	Designated Approval Authority
DAL	Data Accession List
DB	Database
DBDD	Database Design Description
DCMO	Defense Chief Management Officer
DIACAP	DOD Information Assurance Certification and Accreditation Process
DID	Data Item Description
DISA	Defense Information Systems Agency
DISA FSO	Defense Information Systems Agency Field Security Office
DISN	Defense Information Systems Network
DLA	Defense Logistics Agency
DLA CSO-P CO	DLA Contracting Services Office at Philadelphia Contracting Officer

Acronym	Definition
DMDC	Defense Manpower Data Center
DMZ	Demilitarized Zone
DNS	Domain Name Server
DOD	Department of Defense
DODAF	Department of Defense Architecture Framework
DODI	Department of Defense Instruction
DR	Disaster Recovery
DRT	Disaster Recovery Test
DTMO	Defense Travel Management Office
DTS	Defense Travel System
ECP	Engineering Change Proposal
eMASS	Enterprise Mission Assistance Support Service
FAR	Federal Acquisition Regulation
FOIA	Freedom of Information Act
FRD	Functional Requirements Document
GAO	Government Accountability Office
GDS	Global Distribution System
GEX	Global Exchange Service
GFE	Government Furnished Equipment
GFI	Government Furnished Information
GOVCCV	Government Credit Card Vendor
GTCCV	Government Travel Charge Card Vendor
GWs	Galileo Web Services
HWCI	Hardware Configuration Item
IA	Information Assurance
IAM	Information Assurance Manager
IATO	Interim Authority To Operate
IAVA	Information Assurance Vulnerability Alert
IAVM	Information Assurance Vulnerability Management
IDD	Interface Design Description
IDS	Intrusion Detection System
IG	Inspector General
IP	Internet Protocol
IRS	Interface Requirements Specification
IT	Information Technology
JTR	Joint Travel Regulations
MDA	Milestone Decision Authority
MIS	Management Information System
NIAP	National Information Assurance Partnership
NIPRNet	Non-classified Internet Protocol Router Network
NIST	National Institute of Standards and Technology

Acronym	Definition
OMB	Office of Management and Budget
PEO	Program Executive Officer
PII	Personally Identifiable Information
PKI	Public Key Infrastructure
PMO	Program Management Office
PMO-DTS	Program Management Office – Defense Travel System
POA&M	Plan of Action and Milestones
PROD	Production
PRR	Production Readiness Review
PSTN	Public Switched Telephone Network
PWS	Performance Work Statement
RTVM	Requirements Verification Traceability Matrix
S/D	Sustainment and Development
SBU	Strategic Business Unit
SCMP	Software Configuration Management Plan
SDLC	Software Development Life Cycle
SDP	Software Development Plan
SPR	Software Problem Report
SPS	Software Product Specification
SQPR	Software Quality Performance Reports
SRS	Software Requirements Specifications
SSL	Secure Socket Layer
SSS	System/Subsystem Specification
STD	Software Test Description
STIG	Security Technical Implementation Guide
STN	Switched Telephone Network
STR	Software Test Report
SVD	Software Version Description
TAC	Travel Assistance Center
TDP	Technical Data Package
US CYBERCOM	United States Cyber Command
VCRI	Verification Cross Reference Index
VLAN	Virtual Local Area Network
VM	Vulnerability Management
VMS	Vulnerability Management System
VPN	Virtual Private Network
WBS	Work Breakdown Structure

Attachment M
Problem Notification Report

Sample_Problem_Not
ification_Report_08-0

Attachment N
Deliverable Acceptance-Rejection Report

Deliverable_Accepta
nce-Rejection_templa

Attachment O
Project Staffing Plan Template (To be removed at TOA)

Sample_Project_Staf
fing_Plan_Template_(

Attachment P
QASP

DTS QASP.docx

This page intentionally left blank.

L.1 52.252-1 SOLICITATION PROVISIONS INCORPORATED BY REFERENCE (FEB 1998)

This solicitation incorporates one or more solicitation provisions by reference, with the same force and effect as if they were given in full text. Upon request, the CO will make the full text available. The offeror is cautioned that the listed provisions may include blocks that must be completed by the offeror and submitted with its quotation or offer. In lieu of submitting the full text of those provisions, the offeror may identify the provision by paragraph identifier and provide the appropriate information with its quotation of offer. The solicitation provisions and/or contract clauses are available in either HTML or PDF format at:

> https://www.acquisition.gov/far

Clause No	Clause Title	Date
52.215-1	Instructions to Offerors-Competitive Acquisition	(JAN 2004)
52.215-20	Requirements for Cost or Pricing Data or Information Other Than Cost or Pricing Data – Alternate IV	(OCT 2010)
52.232-38	Submission of Electronic Funds Transfer Information with Offer	(MAY 1999)

L.2 GENERAL INSTRUCTIONS

a. Offerors shall furnish the information required by this solicitation. A Standard Form (SF) 33, "Solicitation, Offer, and Award," completed and signed by the offeror, Block 17, constitutes the offeror's acceptance of the terms and conditions of the proposed TO. Therefore, the SF 33 must be executed by a representative of the offeror authorized to commit the offeror to contractual obligations.

b. Offerors are expected to examine this entire solicitation document including the Contract. Failure to do so will be at the offeror's own risk.

c. The Government may make award based on initial offers received, without discussion of such offers. Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.

d. Offerors submitting restrictive data will mark it as follows in accordance with the FAR 52.215-1, Instructions to Offerors-Competitive Acquisition which is incorporated by reference. Clause 52.215-1 states: "Offerors who include in their proposals data they do not want disclosed to the public for any purpose or used by the Government except for evaluation purposes, shall –

Mark the title page with the following legend:

"This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used or disclosed--in whole or in part--for any purpose other than to evaluate this proposal or quotation. If, however, a Task Order is awarded to this offeror as a result of--or in connection with--the submission of this data, and the Government incorporates the proposal as part of the award, the Government shall

have the right to duplicate, use, or disclose the data. Also, this restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to the restriction is contained in sheets (insert numbers or other identification of sheets)"; and

Mark each sheet of data it wishes to restrict with the following legend:

"Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal or quotation."

e. The Government assumes no liability for disclosure or use of unmarked data and may use or disclose the data for any purpose. Unless restricted, information submitted in response to this request may become subject to disclosure to the public pursuant to the provisions of the Freedom of Information Act (5 U.S.C. 551).

f. The authorized negotiator or the signatory of the SF-33 will be notified of the date and time of the oral technical proposal presentation. Offerors shall provide the name of the individual, the position title, telephone number, fax number, and electronic mail address of that individual.

g. This procurement is conducted under the procedures of FAR Subpart 16.5. The policies and procedures of FAR Subpart 15.3 do not apply.

L.3 SUBMISSION OF QUESTIONS

Offerors are requested to submit their questions grouped by solicitation Section and make reference to the particular Section/Subsection number. Questions must be received before the date specified for receipt of questions. **Questions or requests for extension submitted after the cut-off date will not be considered.**

Any information given to a prospective offeror concerning this solicitation will be furnished promptly to other prospective offerors as an amendment to the solicitation.

L.4 AVAILABILITY OF EQUIPMENT AND SOFTWARE

All commercial hardware and software proposed in response to this solicitation document shall have been formally announced for general release on or before the closing date of the solicitation. Failure to have equipment or software announced prior to submission of proposal may render the offeror's proposal unacceptable.

L.5 GENERAL INFORMATION

The total estimated CPFF and FFP of the TO is between $142.8 million and $158.7 million, including all transition costs, fees, ODCs, and Travel.

L.6 SUBMISSION OF OFFERS

Each offer shall be in three parts.

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

The offeror shall submit all on the due date indicated on SF 33.

Part I is the written Cost/Price proposal and shall contain the following:

    a. Solicitation, Offer and Award (SF33) (TAB A)
    b. Section B – Supplies or Services and Prices/Costs (TAB B)
    c. Cost/Price Supporting Documentation (TAB C)
    d. Subcontractor Supporting Documentation (TAB D)
    e. Cost/Pricing Assumptions (TAB E)
    f. Organizational Conflict of Interest Statement (TAB F)
    g. Contract Registration (TAB G)
    h. Current Forward Pricing Agreements (TAB H)
    i. Management Systems (TAB I)
    j. Cost Accounting Standards (CAS) Disclosure Statement (D/S) (TAB J)

Part II is the written Technical Proposal and shall contain the following:

    a. Project Staffing Plan Table (This item contains documentation that will be used to make a Pass/Fail determination in accordance with TOR Section M.3.)
    b. Key Personnel Qualification Matrix, including Letters of Commitment (This item contains documentation that will be used to make a Pass/Fail determination in accordance with TOR Section M.3.)
    c. Section 508 Compliance Statement. (This item contains documentation that will be used to make a Pass/Fail determination in accordance with TOR Section M.3.)
    d. Quality Control Plan (This item contains documentation that will be used to make a Pass/Fail determination in accordance with TOR Section M.3.)
    e. Configuration Management Plan
    f. Transition In Plan
    g. Copy of Oral Technical Presentation Slides
    h. Technical Assumptions (if any)

    i. Technical Data Package and TDP NDA (This item contains documentation that will be used to make a Pass/Fail determination in accordance with TOR Section M.3.)

Part III is the oral technical proposal presentation and shall contain the following:

    a. Technical Approach
    b. Management Approach
    c. Key Personnel and Project Staffing
    d. Corporate Experience

The CO will schedule the oral technical proposal presentation after all proposals are received. The oral technical proposal presentation shall contain the information shown in paragraph L.10.

L.6.1 CONTRACTOR SUPPORT DURING TECHNICAL EVALUATION

The Government expects to have contractor support during the technical evaluation from BAE Systems and its subcontractors, which are ASI and Gaarde & Associates. The offeror may sign a non-disclosure agreement with BAE Systems that addresses the written and oral technical proposals (see GSAM 503.104-4). If a non-disclosure agreement is signed, the non-disclosure agreement shall be submitted with the Written Technical Proposal, Part II.

L.7 SUBMISSION OF THE WRITTEN COST/PRICE PROPOSAL (PART I)

Audits may be performed by Defense Contract Audit Agency (DCAA) on the offeror and all subcontracts. Cost/Price Proposals shall meet the DCAA audit submittal requirements. Cost proposals will be evaluated (but not scored) based on a Cost Realism Analysis. Offerors shall fully support all proposed costs. An offeror's proposal is presumed to represent the offeror's best efforts in response to the solicitation. Any inconsistency, whether real or apparent, between promised performance, and cost or price, shall be explained in the proposal.

Offerors shall provide adequate information, which will allow the Government to perform a Cost Realism analysis. Pursuant to FAR 2.101, Cost Realism is defined as:

> "…the process of independently reviewing and evaluating specific elements of each offeror's proposed cost estimate to determine whether the estimated proposed cost elements are realistic for the work to be performed; reflect a clear understanding of the requirements; and are consistent with the unique methods of performance and materials described in the offeror's technical proposal."

Written Cost/Price Proposals shall be submitted as an original, 2 paper copies, and an electronic copy. The Contractor shall not utilize any font smaller than 10 point. The offeror shall submit all proposed costs using Microsoft Excel software utilizing the formats without cells locked and include all formulas. The offeror shall include adequate information, which will allow the Government to perform the required *Cost Realism* review. This review may include the following types of analyses:

a. Indirect Rate Review: The offeror shall break out all proposed indirect rates (unburdened), by contract line item, and by each fiscal year. The offeror shall clearly identify the cost base in which all indirect rates are applied. If the offeror has an approved Forward Pricing Rate Agreement (FPRA), adequate proof of this approval shall be provided. Additionally, the offeror's cognizant DCAA auditor's name and phone number shall be included in the cost proposal. Historical indirect rates (unburdened) shall be provided (Overhead, Fringe, General and Administrative, etc.) for the last five years inclusive of appropriate explanations for any major increases and decreases in the rates between years.

b. Direct Labor Rate Review: The offeror shall include the base labor rate (unburdened) for all proposed labor categories and all projected rates for all out years. The labor rates shall be supported by evidence of actual rates currently being paid (e.g., actual labor rates for like positions). Additionally, the offeror shall include any information that may be

available to support the reasonableness of all direct labor rates proposed. The offeror shall identify all direct labor escalation factors. Offerors shall include a cross-walk of its labor categories, basis of cost element, weightings, and explanations to those in the solicitation (e.g., used category average rates of xxx and yyy categories dated xx February 2011 with 40% and 60% weightings respectively). If GSA Schedule labor rates are utilized, provide the cross-walk and copy of GSA Schedule contract and GSA approved pricelist.

c. Comparison of Total Proposed Cost to the Government Independent Cost Estimate (IGCE): The Government will use the IGCE as an informational tool by comparing this estimate to the offeror's total proposed cost.

All prime offerors are responsible for ensuring that all subcontracts include the same type of cost detail as required above.

Pursuant to Section L.6 (Submission of Offers Section), offerors shall not include any cost data in the technical, management, or corporate experience proposals.

L.7.1 COST/PRICE PROPOSAL TABS
The proposal shall contain the following tabs:

a. Solicitation, Offer and Award (SF 33) (Tab A). When completed and signed by the offeror constitutes the offeror's acceptance of the terms and conditions of the proposed Task Order. Therefore, the form must be executed by representatives of the offeror authorized to commit the offeror to contractual obligations. Offerors shall sign the SF 33 in Block #17.

b. Section B – Supplies or Services and Prices/Costs (Tab B). The offeror shall indicate the price to be charged for each item in Section B rounded to the nearest whole dollar.

c. Cost/Price Supporting Documentation (Tab C). The information requested in the proposal is required to enable the Government to perform cost or price analysis. The offeror shall prepare one summary schedule (Section B) which provides the Total Not-To-Exceed Amount for each CLIN and the Total Not-To-Exceed Price offered. Along with the summary schedule, the offeror is required to provide full back-up documentation for each CLIN and proposed Task Area. The back-up documentation shall detail the labor categories to be used, labor hours proposed by category, material and equipment costs, and a total cost breakdown (to include a summary total value for each element of cost, e.g., direct labor, overhead, G&A, etc.).

d. Subcontractor Supporting Documentation (Tab D). The offeror shall also provide supporting cost/price documentation for all proposed subcontractors, to include the proposed type of subcontract and if the contract with the subcontractor is a Time and Material provide justification. In addition to the cost back-up documentation, Defense Contract Audit Agency (DCAA) contact information and relevant cost/pricing data shall be provided for all subcontractors. For the purpose of determining fair and reasonableness of prices for those subcontractors whom are not under DCAA cognizance; if proposing GSA schedule pricing a copy of their GSA schedule shall be provided.   If

schedule pricing is not applicable subcontractors shall provide pricing available to other customers i.e invoices, catalog, etc. Failure to provide complete supporting documentation may result in no further consideration of the offeror's proposal. Subcontractors may submit proprietary data directly to the Contracting Officer or through the prime contractor in a separate, sealed envelope.

e. Cost/Pricing Assumptions (Tab E). Offerors must submit, under a separate tab, all (if any) assumptions upon which the Cost/Price Proposal is based.

f. Organizational Conflict of Interest Statement (Tab F). The offeror shall complete and sign an Organizational Conflict of Interest Statement in which the offeror (and any subcontractors, consultants or teaming partners) disclose information concerning actual or potential organizational conflict of interest affecting the offeror's proposal or any work related to this TOR. The statement shall be accompanied by the offeror's plan for mitigation, avoidance, or neutralization, if appropriate.

g. Contract Registration (Tab G). The offeror shall submit a statement that the contract vehicle under which this proposal is being submitted has been registered in TOS and that all information in TOS is up-to date.

h. Current Forward Pricing Agreements (Tab H). The offeror shall submit all forward pricing agreements including that of the Prime Contractor, Subcontractors, Teaming Partners, Reorganizations & Mergers.

i. Management Systems (Tab I). The offer shall describe all applicable management systems (e.g., accounting, estimating, purchasing, EVMS). The offeror shall include the date of the last audit, results of the audit, audit report number, and date determined adequate.

j. Cost Accounting Standards (CAS) Disclosure Statement (D/S) (Tab J). The offeror shall include a copy of the CAS D/S. Also, the offer shall state the adequacy of D/S, when audited, audit report number, when determined adequate by ACO, and include any non-compliances with CAS.

k. DUNS number, Cage code and Tax ID Number (Tab K). The offeror shall provide their DUNS number, Cage code and Tax ID Number

L.8 SUBMISSION OF THE WRITTEN TECHNICAL PROPOSAL, PART II

Each offeror shall submit all information described in the following paragraphs. The offeror shall provide an original, 10 copies, **and an electronic copy** containing all required sections of this Part. The Contractor shall not utilize any font smaller than 12 point for body text and 10 point for graphics and tables.

L.8.1 PROJECT STAFFING PLAN TABLE

The offeror shall provide a Project Staffing Plan Table in accordance with the Project Staffing Plan Table Template (Section J, Attachment P). The submission shall contain all individuals that

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

will be working on this effort. All Key Personnel proposed shall be available to begin work immediately on the Project Start Date indicated in Section F.5 of this solicitation. The Offeror shall represent the following:

    a. All personnel assigned to this TO will meet the requirements of the Alliant Contract prior to assignment.
    b. All personnel assigned to this TO will meet the requirements of the TO, <u>including security clearance requirements</u> prior to starting work.

If the names of all non-Key Personnel are not known prior to offer submission, the offeror may indicate "to be determined" in the Project Staffing Plan Table. The names of non-Key Personnel are the only identifiers that may remain unspecified in the Project Staffing Plan Table. The names of all non-Key Personnel that can be provided shall be provided.

L.8.2 KEY PERSONNEL QUALIFICATION MATRIX

The offeror shall submit a Key Personnel Qualification Matrix for each Key Person proposed relating the specialized experience identified in Section H.2 of this TO and the qualifications of the person or persons being proposed for that position. For those additional Key Personnel proposed, the offeror shall identify the specialized experience and the corresponding qualifications for this experience. Each Key Personnel Qualification Matrix shall be limited to 3 pages in accordance with the template provided in Section J, Attachment Q.

The offeror shall represent the following:

    a. All Key Personnel named are <u>available to begin work on the Project Start Date</u> designated in Section F.
    b. Letter of Commitment, signed by each proposed Key Person (who does not currently work for the prime or subcontractor) at the proposal submission due date.

L.8.3 QUALITY CONTROL PLAN

The Offeror's Quality Control Plan (QCP) shall describe its quality control methodology and proposed performance metrics. The QCP shall be limited to 15 pages.

Additionally, the Offeror shall discuss the following elements:

a. If proposing Commercial Software, the Offeror shall include a statement in its proposal certifying that all applicable License Agreements will comply with the requirement of Section H.25 (actual License Agreements need not be submitted prior to award).
b. Approach to planning, organizing and managing of internal resources and subcontractors, to include lines of authority.
c. Methods for tracking and reporting progress and costs and integrating the requirements of the TO.
d. Identification of and resolution of issues and problems, including escalation procedures.

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

L.8.4   SECTION 508 COMPLIANCE REQUIREMENTS

The Offeror's written proposal shall include a statement indicating its capability to comply with Section 508 requirements throughout its performance of this TO in compliance with Section H.14. The Offeror's proposal will be evaluated to determine whether it includes a statement indicating its capability to comply with Section 508 requirements throughout its performance of this TO. Any proposal that does not include a statement indicating the Offeror's capability to comply with Section 508 requirements throughout its performance of this TO shall be eliminated from further consideration for award.

L.8.5   CONFIGURATION MANAGEMENT PLAN

The contractor shall prepare a Configuration Management (CM) Plan to identify and define the organization and responsibilities, overall tasks, principles, and configuration management processes for DTS. The purpose of CM Plan is to ensure a coherent view in pursuance of a compatible method and procedure for configuration management of the system and its comprising subsystems, and provide emphasis on a disciplined integrated configuration management approach. The CM Plan shall establish the processes to manage changes in documentation, systems, network, hardware configuration items (HWCI) and computer software configuration items (CSCI). It shall define the CM organization and responsibilities, define the baselines to be tracked, and address the four major activities of CM: configuration identification, configuration control, configuration status accounting, and configuration auditing functions. The CM Plan shall be limited to 15 pages.

L.8.6   TRANSITION IN PLAN

The Offeror shall describe a Transition In Plan that details, identifies and discusses the roles and responsibilities (including any assumptions or expectations of the incumbent Contractors), the Offeror and the Government and the information the Offeror needs to obtain from the incumbent Contractor. The Offeror shall describe how hosting services support will continue to be maintained throughout the Transition In period. This shall include meeting all TOR security requirements. The Offeror must provide a plan that provides for DTS availability requirements during the transition and must detail how approved operational downtime will be minimized during transition. The plan shall detail the efforts that the Offeror will institute for hosting, production operations, as well as the development, testing, and training environment, and the DR/COOP environment. The plan will, at a minimum, address the following for Transition In:

a) A description of how DTS availability requirements will be met during transition.
b) A method to ensure continuity of operations in the event the transition encounters unexpected difficulties.
c) A recovery plan that ensures continuity of operations in the event that the movement of operations does not occur as expected.
d) A schedule that reflects a clear attention to the requirement to ensure DTS system availability.

The Offeror shall explain their rationale for how to accomplish the plan (including proposed schedule(s) and milestones) and how the Offeror's approach promotes a seamless transition from the incumbents to a new Contractor. The Transition In Plan shall be limited to 15 pages.

L.8.7   TECHNICAL ASSUMPTIONS

Offerors shall identify and address any assumptions affecting the technical proposal citing the component(s) of the proposal to which they pertain.

The Government reserves the right to reject any proposal that includes any assumption that adversely impacts the Government's requirements.

L.8.8   TECHNICAL DATA PACKAGE (TDP) AND TDP NDA

The Technical Data Package will be available on CD at FEDSIM. The Offeror is instructed to bring a signed TDP NDA (signed by a person authorized to make this commitment for the company) (Section J, Attachment J) to FEDSIM at the address provided for proposal delivery in section L.9. The Offeror shall abide by the terms of the TDP NDA and also return the TDP CD (and represent that any copies have been permanently destroyed) with their proposal. If the Offeror chooses not to bid, the Offeror shall also return the TDP CD (and represent that any copies have been permanently destroyed) by the proposal due date.

L.9   DELIVERY INSTRUCTIONS

Offerors shall deliver written proposals and receive acceptance from:

> General Services Administration
> Attn: Denise VonDibert (GSA FEDSIM)
> GSA FAS AAS FEDSIM
> 2100 Crystal Drive
> Suite 805
> Arlington, VA 20406

Proposals not received by 11:00 a.m. Eastern Time (ET) on the date stated in cover letter will not be considered.

L.10   PART III – ORAL TECHNICAL PROPOSAL PRESENTATION

Each offeror shall make an oral technical proposal presentation and participate in a question and answer (Q&A) session led by the CO and participated in by the Technical Evaluation Board (TEB) Members and other representatives of the Government. The offeror must be prepared to answer questions about the oral technical proposal presentation and the written technical proposal in the Q&A session. The oral technical proposal presentation and Q&A session will be held at the unclassified level. The oral technical proposal presentation will be used to assess the

offeror's capability to satisfy the requirements set forth in the TOR. The offeror's oral technical proposal presentation shall contain the information in Section L.10.6.

The contents of all proposals will be delivered to FEDSIM at the same time. The oral technical proposal presentation, Part III, shall be separately bound from Parts I and II.

Oral technical proposal presentation slides presented that differ from slides delivered with the technical proposal will not be evaluated.

L.10.1   ORAL TECHNICAL PROPOSAL PRESENTATION PARTICIPATION

The Government expects to have contractor Technical Advisor support during the technical evaluation from BAE Systems and its subcontractors, which are ASI and Gaarde & Associates.

L.10.2   ORAL TECHNICAL PROPOSAL PRESENTATION CONSTRAINTS

The offeror shall identify the authors of the presentation by name and association with the offeror. Attendance at the presentation and the subsequent Q&A session shall be limited to the offeror's Key Personnel (all Key Personnel are highly encouraged to attend) and no more than three additional corporate representatives of the offeror. An offeror's "Key Personnel" includes only those persons who will be assigned to the TO as Key Personnel as described in Section H.2. The three additional people (e.g., CEOs, company presidents, or contract representatives) from the offeror may attend, but will not be allowed to participate in the presentation. Any of the three additional personnel may make a brief introduction which will not be evaluated, but will count towards the offeror's allotted time. For the remainder of the presentation, only Key Personnel shall present.

The offeror will be given 15 minutes for set up. After opening remarks by the Government, the offeror will be given up to 120 minutes to present. The presentation will be stopped precisely after 120 minutes. The Offeror shall allow for a 10 minute break (which will not count as part of the allotted 120 minutes) at approximately the halfway point in the presentation. The exact time for this break shall be at a logical breaking point to be determined by the Offeror.

Upon completion of the presentation, the Government will caucus to formulate any clarification questions regarding the technical proposal, however, proposal revisions are not expected and will not be allowed. The approximate length of time the offeror can expect the Government to caucus is 30 to 60 minutes. The Government and offeror will then address any clarification questions posed by the CO or the TEB Chairman. The clarification session is expected to last about one hour, if necessary. The offeror may briefly caucus to coordinate responses to specific requests clarifications. The total presentation, caucus and clarification session are expected to last approximately three to four hours. The CO and the TEB Chairman will be responsible for ensuring the schedule is met and that all offerors are given the same opportunity to present and answer questions. Offerors shall provide 10 appropriately bound hard copies of the presentation materials (including slides, transparencies). Only those slides actually discussed and presented will be considered in the technical evaluation.

L.10.3 ORAL TECHNICAL PROPOSAL PRESENTATION MEDIA

There is no limit to the number of slides that can be presented during the oral technical proposal presentation, but only those slides presented during the oral presentation will be considered for evaluation (oral technical proposal presentation slides shall be submitted in advance with the written submission). Any slides over and above those presented during the oral presentation will be returned to the offeror and will not be evaluated as part of this source selection. No other media may be used. Presentation media is limited to computer-based graphics of the offeror's choice or normal viewgraph slides displayed using an appropriate projector. Unobtrusive company logos or names can be inserted in any or all slides. Slides should be sequentially numbered in the lower right corner. Transition effects shall not be used. The slides shall not contain any fonts smaller than a proportionally spaced font (such as Times New Roman) of at least 12 point. If a smaller font is necessary to fit all of the information on the slide, all printing must be legible on the screen and in the printed copies.

Except for the screen provided in the conference room, the Government will provide <u>no</u> equipment. The offeror shall be responsible for any equipment necessary for the presentation.

L.10.4 ORAL TECHNICAL PROPOSAL PRESENTATION SCHEDULING

The CO will schedule the oral technical proposal presentation with the authorized negotiator or the signatory of the SF 33. Time slots will be assigned randomly and may not be changed or traded. The Government reserves the right to reschedule any offeror's oral technical proposal presentation at its sole discretion.

Oral Technical Proposal Presentations will be given at facilities designated by the CO. The exact location, seating capacity, and any other relevant information will be provided when the presentations are scheduled.

L.10.5 RECORDING OF THE ORAL TECHNICAL PROPOSAL PRESENTATION

The offeror may **not** record or transmit any of the oral presentation process. All offeror's electronic devices shall be removed from the room while the Government is caucusing after the oral presentation.

L.10.6 ORAL TECHNICAL PROPOSAL PRESENTATION TOPICS

The Government does not expect the offeror to provide a thorough presentation of those items already submitted in writing in Part II. Instead, the offeror shall address this information under the topics provided. The oral technical proposal presentation shall include the following topics, and be organized in the following order:

    a. Topic 1: Technical Approach
    b. Topic 2: Management Approach
    c. Topic 3: Key Personnel and Project Staffing
    d. Topic 4: Corporate Experience

L.10.6.1 TECHNICAL APPROACH (TOPIC 1)

The Offeror's technical approach shall demonstrate its capabilities, expertise, and experience by discussing their Technical Approach in the following areas:

a. The Offeror's methodology and processes guiding the performance of the technical requirements identified in Section C of this TOR. The Offeror shall provide sufficient technical information to demonstrate their understanding of DTS requirements and their approach to ensuring compliance with the DTS requirements specified in Section C of the TOR and meeting all performance metrics.
b. The Offeror's approach to support a DTS Continuity of Operations Plan (COOP) exercise and how the Offeror will support a real-world DTS COOP event. This will include how the Offeror will deal with the loss of one or more of the DTS sites and how the Offeror will maintain and execute the DTS Disaster Recovery Plan.
c. The Offeror's understanding of the DoD Information Assurance policy/requirements; how the Offeror will support DoD Information Assurance requirements on an ongoing basis; and how these requirements will be integrated into the overall plan for operations, sustainment, and maintenance of DTS, and the handling of future potential development requirements.
d. The Offeror's approach to physical security and personnel security including a clear description of the Offeror's security program and structure.
e. The Offeror's documented SDLC development process for characteristics contributing to high quality software to include, but not be limited to:
    * Requirements traceability
    * Quality checkpoints (e.g. reviews and evaluations)
    * Testing and defect identification and resolution processes
    * Application performance tuning
    * System engineering capability
    * Ability to manage development risk
    * Metrics to measure progress and quality.
f. The Offeror's Hosting Services Contractor Furnished Equipment (CFE) approach, including architecture and transition strategy and how it will meet the requirements of the Section C. The approach must describe the strategy for transitioning from the current GFE system to a CFE environment with minimal service interruptions while maintaining system availability.

L.10.6.2 MANAGEMENT APPROACH (TOPIC 2)

The Offeror's Management approach shall demonstrate their capabilities, expertise, and experience by discussing the following:

The Offeror's methodology and processes to manage the performance of the Task Order requirements. The Government will evaluate the Management approach factor based on how

well the Offeror demonstrates their capabilities, expertise, and experience by discussing the following:

    a. How the Offeror will manage the requirements identified in Section C of this TOR. This includes how the Offeror will manage the incorporation of new requirements into the existing DTS environment.

    b. The Offeror's approach to risk management and the planned actions to mitigate or eliminate the risks.

    c. The Offeror's approach/process for clear lines of communication between the Contractor's team and the Government, for timely problem identification, mitigation, and resolution. The Offeror's processes for interacting with the Government at each stage of the development and testing lifecycle from receiving preliminary requirements from the Government through deploying a tested product. The Offeror shall describe how it will manage the ongoing exchange of information and ensure that refinements to the requirements are incorporated into delivered work products.

    d. The Offeror's personnel management approach, which details: the labor mix to be utilized; how quality personnel are maintained; program specific training for Task Order employees; how continuity and succession management is maintained; the organizational structure and where sub-contractors will be used in support of the resultant contract.

    e. The Offeror's approach for the management and protection of GFE and GFI which describes how GFE/GFI will be tracked including the tracking tools/systems and reporting methods that will be utilized in accounting for the material and information being provided by the Government; how accountability for GFE assets will be maintained; and how life cycle management for GFE assets will be supported.

    f. The Offeror's plan for supporting the Compliance Auditing requirements of this TOR, including a description of how audits will be tracked, reported and audits findings successfully resolved. It will include the Offeror's internal plan to monitor and track compliance issues impacting the system and how they intend to manage overall compliance with applicable laws, regulations and policies.

    g. The Offeror's Transition In Plan which details, identifies, and discusses the roles and responsibilities (including any assumptions or expectations) of the Offeror and the Government and the information the Offeror needs to obtain from the incumbent Contractor. The Offeror shall describe how hosting services support will continue to be maintained throughout the Transition In period. The Offeror's rationale/methods to accomplish the plan and how the Offeror's approach promotes a seamless transition from the incumbent to the new Contractor.

L.10.6.3   KEY PERSONNEL AND PROJECT STAFFING (TOPIC 3)

During the oral presentation, the Offeror shall discuss its project staffing approach, describing the project staffing strategy and the rationale for the proposed labor mix. The Offeror shall specifically address rationale for choosing specific Key Personnel. The Offeror shall describe

how each Key Person would be involved in each task/subtask and how their qualifications and experience uniquely qualify them for the Key Personnel positions described in Section H.

L.10.6.4 CORPORATE EXPERIENCE (TOPIC 4)

The Offeror shall discuss its Corporate Experience that reflects/identifies experience on three projects that are similar in scope, and complexity to the requirements contained in Section C of the TOR. The Offeror shall discuss the scope of work, the period during which the work occurred, the dollar value of the work performed, the client and project, the specific responsibilities of the Offeror, major deliverables produced, performance measures/service levels applied, and any problems or issues that occurred and the corrective action taken.

Team member(s)/subcontractor(s) will be allowed to submit corporate experience for one of the three projects. The Government will consider prime and subcontractor work equally.

M.1   METHOD OF AWARD

The Government anticipates awarding a TO to the offeror whose proposal is the most advantageous to the Government, price and other factors considered. Technical proposals will be evaluated based on the factors described in Section M.3. All evaluation factors other than cost or price, when combined, are significantly more important than cost. Award may be made to other than the lowest priced, technically acceptable proposal.

This acquisition is being conducted under FAR 16.5. Principles and procedures of Subpart 15.3 do not apply. The Government may make award based on initial offers received, without discussion of such offers in accordance with FAR clause 52.215-1 or the Government may make award after clarifications of some aspects of the proposal or discussions relative to price only. Accordingly, the Government reserves the right to do any or all of the following:

   a. Award on initial proposals, without discussion.

   b. Ask clarifying questions during the question and answer period of the oral presentations if needed. Clarification questions may include asking offerors to clarify statements made during oral presentations, if the contents of the oral presentations warrant clarification. Clarification questions may include asking offerors to clarify their written technical proposals. As a result, the Government may have communications with some, but not all, offerors; these communications, however, will be clarifications and not discussions. In these situations, the Government will consider the offeror's clarifying response(s) without allowing proposal revisions.

   c. After an offeror has been selected for award based upon a best value determination, the Government may negotiate a final reduced price. The negotiations will include reductions in profit/fee with the offeror selected for award in order to achieve the absolute best value for the Government.

   d. Have communications, ask clarifying questions, request corrections relative to minor errors in the cost proposal, or request cost/price substantiating documentation to facilitate the Government's final evaluation of cost proposals with one or some offerors. These communications, clarifications, or requests for corrections or substantiating documentation will not materially change the offeror's proposal in terms of conformance to TOR requirements, constitute discussions such as the removal of an unacceptable assumption, or materially change pricing.

Proposals shall set forth full, accurate, and complete information as required by this solicitation package (including Attachments). The penalty for making false statements in proposals is prescribed in 18 U.S.C. 1001.

M.2   COST/PRICE PROPOSAL EVALUATION

The offeror's written cost proposals (Section L.7.1, Part I, Tabs A through J) will be evaluated to determine cost realism and reasonableness. Costs that are excessively high or low (without sufficient justification) may be considered unrealistic and unreasonable and may receive no further consideration. Any proposal that is not within the total **estimated CPFF and estimated**

FFP cited in Section B and in Section L.5 shall include an explanation that specifically draws the Government's attention to any unique technical aspects of the proposal the offeror would like the Government to consider as the justification for the deviation from the range.

M.2.1   ORGANIZATIONAL CONFLICT OF INTEREST

Tab F will be evaluated to assess whether or not an actual or potential OCI exists as defined by FAR Part 9.5. If an actual or potential conflict of interest is identified that cannot be feasibly mitigated, avoided, or resolved in accordance with FAR Part 9.5, that offeror may be ineligible for award.

M.2.2   COST ASSUMPTIONS

The Government reserves the right to reject any proposal that includes any cost assumptions that may adversely impact satisfying the Government's requirements.

M.2.3   OVERTIME AND EXTENDED BILLING HOUR PRACTICES

The Government reserves the right to reject any proposal that includes overtime or extended hours billing practices that adversely impact or affect the Government's requirements.

M.3   TECHNICAL EVALUATION FACTORS

The Government will evaluate technical proposals (Section L.8, Part II and Part III) based on the following factors:

Factor 1: Technical Approach to include the written Configuration Management Plan (Section L.8.5) and the information presented under the technical approach topic (Sections L.10.6.1) as part of the oral technical presentation.

Factor 2: Management Approach to include the written Quality Control Plan (QCP) (Section L.8.3) and the written Transition Plan (Section L.8.6), as well as the information presented under the management approach topic (Section L.10.6.2) as part of the oral technical presentation.

Factor 3: Key Personnel and Project Staffing as shown in the written Project Staffing Plan Table/Key Personnel qualifications (Section H.2, L.8.1, and L.8.2) as well as the information in the staffing plan/Key Personnel qualifications oral technical proposal presentation topics (Section L.10.6.3).

Factor 4: Corporate Experience (Section L.10.6.4).

The technical proposal evaluation factors are listed in descending order of importance. All 4 technical factors combined are significantly more important than cost. The Government will combine the results of the written and oral submissions to arrive at a rating for the technical evaluation factors as a whole. The receipt of an evaluation rating of Not Acceptable in any single Factor may result in the overall proposal being determined Not Acceptable and therefore ineligible for award. **A failure on any single Pass/Fail criteria will make the proposal ineligible for award, with no further evaluation of the technical and pricing proposal accomplished by the Government.**

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

Pass/Fail Elements:
The following will be evaluated on a Pass/Fail basis:

- The Government will reject any proposal that does not provide a name for each Key Person proposed at the proposal submission due date. A proposal that states, "To Be Determined" (TBD) for a proposed Key Person, or omits a Key Person, will be rejected by the Government (Section L.8.2).

- The Government will reject any proposal that does not provide a Letter of Commitment, signed by each proposed Key Person who is not currently employed by the Prime/Subcontractor, i.e., Contingent Hires, at the proposal submission due date (Section L.8.2).
- The Government will reject any proposal that does not provide the required personnel representations. (See Sections L.8.1 and L.8.2).
- The Government will reject any proposal that does not provide a Section 508 Compliance Statement (Section L.8.4).

- If proposing Commercial Software, the Offeror shall include a statement in its proposal certifying that all applicable License Agreements will comply with the requirement of Section H.25 (actual License Agreements need not be submitted prior to award). Failure to certify compliance will render the proposal ineligible for award, and non-compliance identified after award may entitle the Government to terminate the contract and seek any or all available remedies for breach of contract (Section L.8.3).
- The Government will reject any proposal that does not return the TDP CD and provide representation that any copies have been permanently destroyed (See Section L.8.8).

M.3.1 FACTOR 1: TECHNICAL APPROACH

The Offeror will be evaluated on the clarity and completeness of the approach and the degree to which the proposal meets the requirements of the TOR Sections L.8.5 and L.10.6.1 and includes innovative and efficient methodologies by discussing the following.

The Offeror's technical approach shall demonstrate its capabilities, expertise, and experience by discussing their Technical Approach in the following areas:

a. The Offeror's methodology and processes guiding the performance of the technical requirements identified in Section C of this TOR. The Offeror shall provide sufficient technical information to demonstrate their understanding of DTS requirements and their approach to ensuring compliance with the DTS requirements specified in Section C of the TOR and meeting all performance metrics.
b. The Offeror's approach to support a DTS Continuity of Operations Plan (COOP) exercise and how the Offeror will support a real-world DTS COOP event. This will include how the Offeror will deal with the loss of one or more of the DTS sites and how the Offeror will maintain and execute the DTS Disaster Recovery Plan.
c. The Offeror's understanding of the DoD Information Assurance policy/requirements; how the Offeror will support DoD Information Assurance requirements on an ongoing

basis; and how these requirements will be integrated into the overall plan for operations, sustainment, and maintenance of DTS, and the handling of future potential development requirements.

d. The Offeror's approach to physical security and personnel security including a clear description of the Offeror's security program and structure.

e. The Offeror's documented SDLC development process for characteristics contributing to high quality software to include, but not be limited to:
   - Requirements traceability
   - Quality checkpoints (e.g. reviews and evaluations)
   - Testing and defect identification and resolution processes
   - Application performance tuning
   - System engineering capability
   - Ability to manage development risk
   - Metrics to measure progress and quality.

f. The Offeror's Hosting Services Contractor Furnished Equipment (CFE) approach, including architecture and transition strategy and how it will meet the requirements of the Section C. The approach must describe the strategy for transitioning from the current GFE system to a CFE environment with minimal service interruptions while maintaining system availability.

The Government will evaluate the Technical Approach Factor based on the clarity and completeness of the approach and the degree to which the proposal meets the requirements of the TOR and in particular those areas described in Sections L.8.5 and L.10.6.1.

M.3.2 FACTOR 2: MANAGEMENT APPROACH

The Government will evaluate the Management approach factor based on how well the Offeror demonstrates their capabilities, expertise, and experience by discussing the following:

a. How the Offeror will manage the requirements identified in Section C of this TOR. This includes how the Offeror will manage the incorporation of new requirements into the existing DTS environment.

b. The Offeror's approach to risk management and the planned actions to mitigate or eliminate the risks.

c. The Offeror's approach/process for clear lines of communication between the Contractor's team and the Government, for timely problem identification, mitigation, and resolution. The Offeror's processes for interacting with the Government at each stage of the development and testing lifecycle from receiving preliminary requirements from the Government through deploying a tested product. The Offeror shall describe how it will manage the ongoing exchange of information and ensure that refinements to the requirements are incorporated into delivered work products.

d. The Offeror's personnel management approach, which details: the labor mix to be utilized; how quality personnel are maintained; program specific training for Task Order employees; how continuity and succession management is maintained; the

Task Order Request **GSC-QF0B -13-32712**
Amendment 05

organizational structure and where sub-contractors will be used in support of the resultant contract.

e. The Offeror's approach for the management and protection of GFE and GFI which describes how GFE/GFI will be tracked including the tracking tools/systems and reporting methods that will be utilized in accounting for the material and information being provided by the Government; how accountability for GFE assets will be maintained; and how life cycle management for GFE assets will be supported.

f. The Offeror's plan for supporting the Compliance Auditing requirements of this TOR, including a description of how audits will be tracked, reported and audits findings successfully resolved. It will include the Offeror's internal plan to monitor and track compliance issues impacting the system and how they intend to manage overall compliance with applicable laws, regulations and policies.

g. The Offeror's Transition In Plan which details, identifies, and discusses the roles and responsibilities (including any assumptions or expectations) of the Offeror and the Government and the information the Offeror needs to obtain from the incumbent Contractor. The Offeror shall describe how hosting services support will continue to be maintained throughout the Transition In period. The Offeror's rationale/methods to accomplish the plan and how the Offeror's approach promotes a seamless transition from the incumbent to the new Contractor.

The Government will evaluate the Management approach factor based on the clarity and completeness of the approach and the degree to which the proposal meets the requirements of the TOR (in particular those areas described in Sections L.10.6.2, L.8.3, and L.8.5).

M.3.3   FACTOR 3: KEY PERSONNEL AND PROJECT STAFFING

The project staffing plan will be evaluated to assess the degree to which it complies with the requirements outlined in Section L.8.1 and Section L.10.6.3, including the estimated hours and labor mix (for both Key and non-Key Personnel). The Key Personnel matrices will be evaluated to assess the appropriateness and completeness of the experience, skill and qualifications of the proposed Key Personnel in accordance with Section H.2 and Section L.8.2.

M.3.4   FACTOR 4: CORPORATE EXPERIENCE

The Corporate Experience factor will be evaluated based on the degree to which the Offeror meets the requirements described in Section L.10.6.4 and the following:

a. Corporate experience reflects/identifies experience on projects that are similar in scope and complexity to the requirements contained in Section C of the TOR.

b. Corporate experience submission provides information which provides the Government confidence that the Offeror can successfully perform the work of this TOR.

M.4 TECHNICAL ASSUMPTIONS

All technical assumptions will be reviewed in the context of the technical factor to which they apply. The Government reserves the right to reject any proposal that includes any technical assumption that may adversely impact satisfying the Government's requirements.